

Unit ID: 676

Domain

POSTAL OPERATIONS

Title: Prepare mail for further processing in a postal work environment

Level: 1

Credits: 5

Purpose

This unit standard specifies the competencies required to check mail instructions and separate mail for processing. This unit standard is intended for those who work in postal services.

Special Notes

1. Entry information:
Prerequisite:
Unit 667 *Follow basic workplace health, safety and security procedures in a postal work environment*
or demonstrated equivalent knowledge and skills
2. Assessment may be conducted at a real workplace or simulated workplace, or appropriate simulated environment in which postal services are provided.
3. Mail may include but is not limited to: different types and sizes of letters, parcels, satchels, padded mail bags and boxes.
4. Routine mail instructions include but are not limited to: destination address; mode of transfer; mode of delivery; return address; payment details.
5. '*Specification*' refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements; sender's instructions.
6. Regulations and legislation relevant to this unit standard include the following:
 - Namibia Labour Act, No 11 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Check routine mail instructions

Performance Criteria

- 1.1 Mail is safely handled to minimise the risk of injury to people or damage to mail items in line with health and safety requirements and company policy and procedure.
- 1.2 Types of mail being processed are recognised and confirmed in line with company policy and procedure.
- 1.3 Workplace documentation accompanying mail is checked for completeness in line with company policy and procedure.
- 1.4 Information on destinations contained in the mail instructions is identified in line with company policy and procedure.
- 1.5 Obscure or unclear mail instructions are clarified or referred to supervisor in line with company policy and procedure.
- 1.6 Inconsistencies in mail instructions are clarified or referred to supervisor in line with company policy and procedure.
- 1.7 Mail with incomplete information is processed in line with company policy and procedure.
- 1.8 Mail is allocated to correct containers for further processing in line with company policy and procedure.
- 1.9 Mail instructions are recorded in line with company policy and procedure.

Element 2: Separate mail for processing

Performance Criteria

- 2.1 Types of mail for separation are recognised and confirmed in line with company policy and procedure.
- 2.2 Mail requiring special handling or distribution requirements is identified in line with health and safety requirements and company policy and procedure.
- 2.3 Any mail that appears to present a safety or security risk is identified and responded to in line with company policy and procedure.
- 2.4 Mail is separated according to the types of mail and the different mail flows operated by the company.
- 2.5 Separated mail is placed in appropriate containers ready for processing in line with company policy and procedure.
- 2.6 Any problems related to separated mail are reported to supervisor in line with personal scope of responsibility and company policy and procedure.
- 2.7 Separated mail is recorded in line with company policy and procedure.

Registration Data

Subfield:	Postal Services
Date first registered:	
Date this version registered:	
Anticipated review:	2013
Body responsible for review:	Namibia Training Authority