

Domain	POSTAL OPERATIONS	Unit ID: 744
Title:	Collect mail items as part of postal operations	
Level: 2		Credits: 4

Purpose

This unit standard specifies the competency required to collect mail items as part of postal operations. It includes following a collection schedule and collecting mail, using appropriate equipment and storage containers; and following work practices designed to ensure confidentiality and security of mail items. This unit standard is intended for those who work in postal service operations.

Special Notes

1. Entry information

Prerequisite:

- Unit 737 *Follow safety and security work procedures in a postal services environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which postal operations are carried out.
3. Regulations and legislation relevant to this unit standard include the following:
 - Namibia Post and Telecommunications Establishment Act, No. 17 of 1992
 - Labour Act, No. 11 of 2007
 - Social Security Act, No. 34 of 1994
 - Financial Intelligence Act, No. 3 of 2007
 - National Road Traffic Act, No. 22 of 1999; Chapter 6 part 4 (Hazardous goods)
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

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. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Collect mail items as part of postal operations

Performance Criteria

- 1.1 Details of the collection schedule and types of mail being collected are confirmed in line with company procedures.
- 1.2 Mail is collected from collection points according to agreed schedule and in line with company procedures.
- 1.3 Equipment at mail collection points is operated correctly in line with company procedures.
- 1.4 Mail containers are accessed and filled in line with company procedures.
- 1.5 Mail is stored and secured in suitable containers and positioned in appropriate locations in line with safety requirements and company procedures.
- 1.6 Work practices designed to ensure confidentiality and security of mail items are implemented in line with company procedures.
- 1.7 Problems with mail collection are identified and responded to in line with company procedures.
- 1.8 Suspicious or dangerous mail items are reported to appropriate persons, and appropriate action is taken in line with company procedures.
- 1.9 Communications with people associated with mail collections are conducted courteously, and relevant information on the collection service is provided to them in line with company procedures.
- 1.10 Records associated with the collection of mail are entered in appropriate information systems in line with company procedures.

Registration Data

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