

		<b>Unit ID: 745</b>
<b>Domain</b>	<b>POSTAL OPERATIONS</b>	
<b>Title:</b>	<b>Verify and record incoming mail items as part of postal operations</b>	
<b>Level: 2</b>	<b>Credits: 4</b>	

### **Purpose**

This unit standard specifies the competency required to verify and record incoming mail items as part of postal operations. It includes verifying instructions on mail items and recording incoming mail. This unit standard is intended for those who work with mail in postal service operations.

### **Special Notes**

1. Entry information

Prerequisite:

- Unit 737 *Follow safety and security work procedures in a postal services environment*

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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Verify instructions on incoming mail items**

#### **Performance Criteria**

- 1.1 Occupational health and safety guidelines and company procedures are followed in the handling of mail.
- 1.2 Types of incoming mail are recognised and confirmed in line with company procedures.
- 1.3 Information on destinations contained in mail instructions is identified in line with company procedures.
- 1.4 Incoming mail is verified against date stamps and supporting documents and bags in line with company procedures.
- 1.5 Priorities in mail instructions are identified and allocated in line with company procedures.
- 1.6 Mail instructions are revealed where these are obscured or unclear, and mail instructions are recorded in appropriate information systems in line with company procedures.
- 1.7 Company procedures are followed relating to the processing of mail with inconsistencies or incomplete information.
- 1.8 Mail is allocated to appropriate containers for further processing in line with company procedures.
- 1.9 Any documentation accompanying mail is completed by all relevant people in line with company procedures.

### **Element 2: Record incoming mail**

#### **Range**

Verifying receipt of documentation by relevant staff includes but is not limited to copies and proof of dispatch of information; filing of hard copies or electronic filing.

#### **Performance Criteria**

- 2.1 Documents, systems and integrity systems related to mail records are identified and used in line with company procedures.
- 2.2 Volumes and weight of incoming mail and postal articles are recorded in line with company procedures.
- 2.3 Document irregularities, mail violations and irregularities are identified, recorded ethically and dealt with in line with personal responsibility and company procedures.
- 2.4 Missorted or redirected postal articles are recorded in line with company procedures.
- 2.5 Information systems are used to record information on the handling of mail in line with company procedures.

2.6 Recorded data is verified for accuracy and completeness and forwarded to appropriate staff; and receipt of documentation by relevant staff is verified in line with company procedures.

### **Registration Data**

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