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| <b>Domain</b>   | <b>POSTAL OPERATIONS</b>   | <b>Unit ID: 746</b> |
| <b>Title:</b>   | <b>Stream, manually sort and process mail<br/>as part of postal operations</b> |                     |
| <b>Level: 2</b> |  | <b>Credits: 7</b>   |

### Purpose

This unit standard specifies the competency required to stream, manually sort and process mail as part of postal operations. It includes streaming mail items in readiness for further processing; manually sorting mail and parcels; manually processing mail and parcels; and completing the processing of mail and parcels. 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. Glossary:

- '*Streaming*' of mail refers to opening, facing up and traying of mail items in readiness for further processing
- '*Sorting*' of mail refers to organising mail and parcels into groups for further processing or distribution; placing processed mail and parcels in containers ready for transfer to the next processing or distribution point
- '*Processing*' of mail includes all actions after receipt, streaming and sorting of mail, up to immediately prior to dispatch of mail.

4. Information/documents may include but are not limited to: workplace policies; operating procedures and practices; Management Operating System (MOS); Management Information System (MIS); sorting system information (including postcode book; national sort plan; post guide; international postcode directory; labels chart; mail identification numbers, codes and labels); manifests, consignment notes, bar codes, mail and container identification; quality assurance procedures; manufacturer's specifications; codes of practice, including national standards for manual handling and the industry safety code; supplier and / or customer instructions; safety data sheets; safety observation feedback program; emergency procedures.

5. 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: Stream mail items in readiness for further processing**

#### **Range**

Equipment for streaming of mail may include but is not limited to streaming indicators; plastic and cardboard mail trays; tubs; receptacles; lifting equipment; label printer; opening scissors; belts; trolleys; bins; unit load device (ULD); wheeled unit load device (WULD); stillages; forklifts; pallet jack; hydraulic jack; sorting frames.

#### **Performance Criteria**

- 1.1 Individual and work team priorities and responsibilities are identified and confirmed in line with company procedures.
- 1.2 Hazards and Occupational Health and Safety and environmental protection requirements for streaming of mail are identified, accessed and applied in line with company procedures.
- 1.3 Mail is safely handled to minimise risk of injury to people and damage to mail in line with company procedures.
- 1.4 Mail to be streamed is identified, accessed and prepared in line with company procedures.
- 1.5 Mail streaming equipment is identified, checked for serviceability and used in line with manufacturer's specifications and company procedures.
- 1.6 Mail is categorised and streamed in compliance with priority for streaming and in line with company procedures.

- 1.7 Mail containers are loaded onto appropriate mail movement device and labelled in line with company procedures.
- 1.8 Mail containers are transferred to next processing point using appropriate shifting equipment in line with company procedures.

## **Element 2: Manually sort mail and parcels**

### **Range**

Inconsistencies with mail and parcels may include but are not limited to: items that are damaged, underpaid, incorrectly classified, have incomplete information on them.

Equipment used in manual sorting of mail may include but is not limited to: mail trays, tubs and bags; sorting frame or bag rack; scanners; tipping belt; scissors or box opening knife; pallet jack or maverick; powered lifters; kingfishers; scales; carousel; Unit Load Device (ULD) and Wheeled Unit Load Device (WULD); Vertical Sorting Frame (VSF); ULD tipper; conveyor belts; strapping machine.

### **Performance Criteria**

- 2.1 Mail and parcels to be sorted are removed from containers and transferred to sorting point in line with company procedures.
- 2.2 Mail sorting equipment is identified, checked for serviceability and used in line with manufacturer's specifications and company procedures.
- 2.3 Mail requiring special handling or sorting is identified and handled in line with company procedures.
- 2.4 Labels for identifying the destination of mail are created and attached to trays in line with company procedures.
- 2.5 Mail and parcels are sorted in compliance with priority for processing and manual sorting procedures in line with company procedures.
- 2.6 Work practices designed to ensure the confidentiality and security of mail items are followed in line with company procedures.
- 2.7 Mail and parcels with inconsistencies are identified, separated and re-processed in line with company procedures.
- 2.8 Mail that appears to present a safety or security risk is separated and reported in line with company procedures.
- 2.9 Sorting problems are identified and responded to in line with company procedures.
- 2.10 Sorting of mail is recorded using appropriate information systems in line with company procedures.
- 2.11 Mail and parcels are allocated into containers and transferred to next processing or distribution point using appropriate shifting equipment and labels are scanned as required in line with company procedures.

## **Element 3: Manually process mail and parcels**

### **Range**

Equipment for mail processing may include but is not limited to: pipe wheelers; bag rack; scanners; tipping belt; scissors or opening knife; pallet jack or maverick; powered lifters; bags; scales; labels; forklift; sorting frames; carousel; bins; string; unit load

devices (ULDs) and wheeled unit load devices (WULDs); ULD stands and lifters (dollies); vertical sorting frames (VSFs); flute tubs; ergonomic chairs; bags; spectrum; ULD tipper; conveyor belts; strapping machine; plastic and cardboard trays; barcode sorter (BCS); parcel machines; label printer; optical character reader (OCR); letter mail labelling machine (LMLM); letter indexing desks (LIDS); flat multi-line optical character reader (FSM); scissor jacks; kingfishers; tray tipper.

**Performance Criteria**

- 3.1 Mail processing equipment is identified, checked for serviceability and used in line with manufacturer’s specifications and company procedures.
- 3.2 Mail and parcels are processed according to identified priorities for processing in line with company procedures.
- 3.3 Mail and parcels with inconsistencies are identified, separated and re-processed in line with company procedures.
- 3.4 Mail and parcels are sorted to their correct destination and placed in appropriate mail container for distribution in line with company procedures.

**Element 4: Complete processing of parcels and mail**

**Performance Criteria**

- 4.1 Mail and parcel containers or bag racks are cleared out, sealed and appropriately labelled in line with company procedures.
- 4.2 Mail and parcel containers are weighed and recorded in line with company procedures.
- 4.3 Information required to complete records of mail and parcels processed is provided and processed items are recorded in line with company procedures.
- 4.4 Mail and parcels are transferred to next processing point using appropriate shifting equipment, and labels are scanned as required in line with company procedures.
- 4.5 Excess equipment is removed and work area prepared for next work activity in line with company procedures.

**Registration Data**

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|--------------------------------------|----------------------------|
| <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 |