

<b>Domain</b>	<b>POSTAL OPERATIONS</b>	<b>Unit ID: 747</b>
<b>Title:</b>	<b>Operate computerised mail and parcel sorting equipment as part of postal operations</b>	
<b>Level: 2</b>		<b>Credits: 10</b>

### Purpose

This unit standard specifies the competency required to operate computerised mail and parcel sorting equipment as part of postal operations. It includes setting up mail and parcel sorting equipment for operation; sorting mail using mail and parcel sorting equipment; completing mail sorting and cleaning up work area; and contributing to the maintenance of mail sorting equipment. 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. The sorting process of mail includes but is not limited 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.
4. Candidates are not expected to actually maintain the equipment, but should be able to ensure that the equipment is suitable for use, and that it has been maintained. They should know enough about how the equipment operates to be able to identify when faults are developing, and should be able to report them to the appropriate people for rectification.
5. Personal protective equipment may include but is not limited to: gloves; safety headwear and footwear; safety glasses; two-way radios; protective clothing; high visibility clothing.
6. Hazards may include but are not limited to: vehicle traffic and pedestrians; dust and vapours; hazardous or dangerous materials; humidity, air temperature; lighting conditions; machinery/equipment moving parts; noise.
7. Communication in the work area may include but is not limited to: phone; fax; email; electronic data transfer (EDI); radio frequency (RF) systems; radio; oral, aural or signed communications

8. 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: Set up computerised mail and parcel sorting equipment**

#### **Performance Criteria**

- 1.1 Individual and work team priorities and responsibilities are identified and confirmed in line with company procedures.
- 1.2 Occupational health and safety and environmental protection requirements associated with the use of mail and parcel sorting equipment are identified, accessed and applied in line with company procedures.
- 1.3 Availability of mail and parcels to be sorted is identified and confirmed and mail and parcels are transferred to sorting point in line with company procedures.
- 1.4 Appropriate equipment configuration and sort plan are identified in line with company procedures.

### **Element 2: Sort mail using computerised mail and parcel sorting equipment**

#### **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.

#### **Performance Criteria**

- 2.1 Appropriate equipment configuration and sort plan is accessed and followed in line with company procedures.

- 2.2 Mail and parcels are sorted in line with company procedures.
- 2.3 Labels for identifying the destination of mail are created and attached to trays in line with company procedures.
- 2.4 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels and processing equipment in line with company procedures.
- 2.5 Mail and parcels with inconsistencies are identified, separated and re-processed in line with company procedures.
- 2.6 Mail and parcels that have been sorted to their correct destination are placed in appropriate mail containers for distribution in line with company procedures.

### **Element 3: Complete mail sorting and clean up work area**

#### **Performance Criteria**

- 3.1 Sorting of mail is recorded in the appropriate information systems in line with company procedures.
- 3.2 Mail and parcel stackers, containers or bags are cleared out, sealed and labelled in line with company procedures.
- 3.3 Mail and parcels are transferred to next processing or distribution point using appropriate shifting equipment and labels are scanned as required in line with company procedures.
- 3.4 Information required to complete records of mail and parcels processed is provided and recorded in line with company procedures.
- 3.5 Excess equipment is removed and work area is prepared for next activity or shift in line with company procedures.

### **Element 4: Contribute to the maintenance of computerised mail and parcel sorting equipment**

#### **Performance Criteria**

- 4.1 Normal operating conditions for equipment are identified in line with manufacturer's instructions and company procedures.
- 4.2 Faults in equipment operation are identified and reported in line with company procedures.
- 4.3 Equipment is cleaned and checked in line with manufacturer's instructions and 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