

Unit ID: 749

Domain

POSTAL OPERATIONS

Title:

Process mail through automated systems as part of postal operations

Level: 2

Credits: 10

Purpose

This unit standard specifies the competency required to process mail through automated systems as part of postal operations. It includes preparing to process mail through automated systems; processing mail through automated systems; and completing processing for parcels and mail. 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. Processing of mail items includes all actions after receipt, streaming and sorting up to immediately prior to dispatch of mail.
4. Equipment may include but is not limited to: aircraft load containers (e.g. igloos, bags, cans); strapping machine; sorting frames or shelves; bins; unit load device (ULD); wheeled unit load device (WULD); hoists; tubs; flat trolleys; bag racks; mechanical handling equipment; mechanical moving equipment; ergonomic chairs; computer equipment; kingfishers; plastic and cardboard mail trays.
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. Information/documents may include but are not limited to: workplace policies; operating procedures and practices; Management Operating System (MOS); Management Information System (MIS); manifests, consignment notes, bar codes, mail and container identification; mail identification numbers, codes and labels; machine or equipment operations manuals; air and surface movement schedules; international aviation codes (IATA); quality assurance procedures; job specifications and procedures; industrial arrangements; 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.

7. 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: Prepare to process mail through automated systems

Performance Criteria

- 1.1 Occupational health and safety requirements related to the use of automated systems for processing mail are followed in line with company procedures.
- 1.2 Availability of parcels and mail for processing is identified and confirmed in line with company procedures.
- 1.3 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels in line with company procedures.
- 1.4 Readiness and safe condition of automated systems are confirmed for the different types of mail being processed in line with company procedures.
- 1.5 Mail and parcels are prepared for processing in line with company procedures.

Element 2: Process mail through automated systems

Range

Mail inconsistencies may include but are not limited to items that are: damaged; underpaid; incorrectly classified; incomplete information.

Performance Criteria

- 2.1 Mail inconsistencies are identified, separated and re-sorted in line with company procedures.
- 2.2 Mail and parcels are loaded into the automated systems in line with company procedures.
- 2.3 Mail and parcels are fed through the automated systems at an appropriate rate for the capabilities of the equipment in line with company procedures.
- 2.4 Accuracy and speed of the automated systems are monitored at suitable intervals in line with company procedures.
- 2.5 Mail and parcels are unloaded from the automated systems into the appropriate bundles and containers in line with company procedures.
- 2.6 Equipment problems are identified and appropriate action is taken in line with company procedures.

Element 3: Complete processing of mail and parcels

Performance Criteria

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