

Domain	POSTAL OPERATIONS	Unit ID: 750
Title:	Process outgoing international mail and parcels as part of postal operations	
Level: 2		Credits: 10

Purpose

This unit standard specifies the competency required to process outgoing international mail and parcels as part of postal operations. It includes preparing to process outgoing international mail and parcels; processing outgoing international 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. Processing 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/equipment operations manuals; air and surface movement schedules; international aviation codes (IATA); quality assurance procedures; job specifications and procedures; award, enterprise bargaining agreement or other industrial arrangements; manufacturer's specifications; codes of practice, including national standards for manual handling and the industry safety code;

supplier and / or customer instructions; chemical 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 outgoing international mail and parcels

Performance Criteria

- 1.1 Availability of mail and parcels for processing is identified and confirmed in line with company procedures.
- 1.2 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels in line with company procedures.
- 1.3 Mail and parcels are weighed prior to processing in line with company procedures.
- 1.4 Mail and parcels are quarantined for the stipulated period where required and/or subjected to security inspection in line with company procedures.
- 1.5 Mail and parcels are sorted by destination in line with company procedures.

Element 2: Process outgoing international mail and parcels

Range

Weighing devices may include but are not limited to: mechanical and automated weighbridges; scales.

Performance Criteria

- 2.1 Mail and parcels are documented and placed in appropriate containers in line with company procedures.
- 2.2 Prepared bags are weighed and labels are generated and scanned in line with company procedures.
- 2.3 Containers of mail and parcels are moved to the consolidation or despatch area in line with company procedures.
- 2.4 International mail and parcel processes and surveys are conducted as required in line with company procedures.
- 2.5 Mail and parcel inconsistencies are identified, and mail and parcels are separated and re-sorted in line with company procedures.

Element 3: Complete processing of mail and parcels

Performance Criteria

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