

Unit ID: 751

Domain

POSTAL OPERATIONS

Title:

**Consolidate and deliver mail and cargo
as part of postal operations**

Level: 2

Credits: 7

Purpose

This unit standard specifies the competency required to consolidate and deliver mail and cargo as part of postal operations. It includes consolidating and preparing mail and cargo for delivery; delivering mail or cargo; and reporting on delivery conducted. This unit standard is intended for those who work in postal service and courier 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. Hazards for delivering mail may include but are not limited to: vehicle traffic and pedestrians; uneven ground, steps, road surfaces; light including ultraviolet (UV); animals, birds and insects; noise; varying traffic conditions; hazardous or dangerous materials; position or status of letterbox or delivery point.
4. 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.
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

Elements and Performance Criteria

Element 1: Consolidate mail and cargo for delivery

Range

Work priorities may be communicated through media including but not limited to: briefings; noticeboards; announcements.

Hazards for consolidating mail and cargo 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; insects.

Equipment for consolidating mail and cargo include but are not limited to: forklift; lifting equipment; kingfishers; plastic and cardboard trays; bags; flute trays; bins; pallet jacks; unit load device (ULD); wheeled unit load device (WULD); strapping machine; TMS (Tray Management System); scanners; label printers.

Performance Criteria

- 1.1 Individual and work team priorities and responsibilities for consolidating and preparing mail and cargo are identified and confirmed in line with company procedures.
- 1.2 Occupational health and safety requirements and environmental protection procedures for task are identified; and mail and cargo are handled safely to minimise risk of injury to people and damage to mail in line with company procedures.
- 1.3 Mail and cargo to be consolidated and prepared are identified and accessed in line with company procedures.
- 1.4 Mail and cargo are collected, packed, stacked and secured into suitable containers for movement to next process point in line with company procedures.
- 1.5 Mail and cargo containers are sealed and labelled in line with company procedures.
- 1.6 Information required to complete records about consolidated mail and cargo are provided and recorded in line with company procedures.
- 1.7 Mail and cargo containers are transferred to designated storage area or next processing point using appropriate shifting equipment in line with company procedures.

- 1.8 Equipment is shut down, cleaned and disassembled as required and work area is cleared and tidied in readiness for next shift or work activity in line with company procedures.

Element 2: Prepare mail and cargo for delivery

- 2.1 Details of delivery route, schedule, and types of mail and cargo being delivered are confirmed in line with company procedures.
- 2.2 Mail or cargo is sorted and bundled into a suitable order for delivery route in line with company procedures.
- 2.3 Mail and cargo items requiring special treatment are identified and treated accordingly in line with company procedures.
- 2.4 Mail or cargo bundles are kept in sequence for delivery in line with company procedures.
- 2.5 Mail or cargo is handled securely in line with company procedures.

Element 3: Deliver mail or cargo to specified locations

Performance Criteria

- 3.1 Requirements for condition and specified sequence of delivery are confirmed and followed in line with company procedures.
- 3.2 Mail or cargo is protected and kept secure during delivery to minimise the risk of damage, theft, incorrect delivery and loss in line with company procedures.
- 3.3 Deliveries are made and completed according to the types of mail or cargo and agreed delivery schedule in line with company procedures.
- 3.4 Hazards associated with delivery round are identified and acted on in line with company procedures.
- 3.5 Items requiring special treatment are delivered as specified and relevant documentation is completed in line with company procedures.
- 3.6 Equipment and mechanisms at the delivery points are operated effectively and in line with company procedures.
- 3.7 Communication with customers is conducted courteously and in a manner that encourages customers to continue to use and recommended delivery services in line with company procedures.
- 3.8 Any distribution problems are identified and responded to in line with company procedures.

Element 4: Report on delivery conducted

Performance Criteria

- 4.1 Undelivered and undeliverable mail or cargo is processed in line with company procedures.
- 4.2 Any hazards identified during the delivery or incidents involving customers that occur, are reported timely to the relevant person in line with company procedures.

- 4.3 Opportunities that are identified during delivery operations for developing workplace business, together with competitor activity, are recorded and reported in line with company procedures.
- 4.4 Documents are completed, checked for accuracy and submitted 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