

Unit ID: 752

Domain

POSTAL OPERATIONS

Title:

**Load, unload and handle mail and cargo
as part of postal operations**

Level: 2

Credits: 10

Purpose

This unit standard specifies the competency required to load, unload and handle mail and cargo as part of postal operations. It includes preparing for loading and unloading of mail and cargo; loading and unloading mail and cargo; and safely handling mail and cargo. 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. Loading and unloading of mail and cargo involves the application of workplace procedures and regulatory requirements when transferring mail and cargo as part of work activities in a postal work environment.
4. Cargo may include but is not limited to: general goods, goods with specialist requirements, including temperature controlled goods, and dangerous goods.
5. Hazards for loading and unloading of mail and cargo may include but are not limited to: chemicals; dangerous or hazardous substances; and movements of equipment, goods, materials and vehicle traffic.
6. Loading and lifting equipment may include but is not limited to: forklift; truck tail lift; conveyer belt; 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; kingfishers; trolleys.
7. Personal protective equipment for loading and offloading mail and cargo may include but is not limited to: gloves; safety headwear and footwear; safety glasses; two-way radios; protective clothing; high visibility clothing.
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

Elements and Performance Criteria

Element 1: Prepare for loading and unloading of mail and cargo

Performance Criteria

- 1.1 Load characteristics are identified to determine any special handling or equipment requirements in line with company procedures.
- 1.2 Personal protective equipment and other safety equipment are assembled for load transfer in line with company procedures.
- 1.3 Location of load and transfer method are determined in line with company procedures.
- 1.4 Route for load transfer is established noting obstacles and any particular safety precautions in line with company procedures.
- 1.5 Work area is prepared in line with company procedures.
- 1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) are calculated using formulae for the particular type of lifting equipment in line with company procedures.
- 1.7 Lifting equipment is checked to determine safe working condition for the transfer, and unsafe equipment is reported to appropriate personnel in line with company procedures.

Element 2: Load and unload mail and cargo

Performance Criteria

- 2.1 Load is steadied and secured using appropriate devices in line with company procedures.

- 2.2 Load is lifted and shifted safely in line with company procedures.
- 2.3 Load is transferred and set down ensuring no injury to people or damage to machinery or cargo in line with company procedures.
- 2.4 Securing devices are released from load ensuring no injury to people or damage to machinery or cargo in line with company procedures.
- 2.5 Relevant documentation is completed including reporting of damaged mail items and cargo in line with company procedures.
- 2.6 Equipment is returned to store and work area is restored to normal working condition in line with company procedures.

Element 3: Safely handle mail and cargo

Range

Appropriate persons may involve but are not limited to: security staff; supervisor; team leader; management.

Performance Criteria

- 3.1 Types of mail and cargo being handled are identified in line with company procedures.
- 3.2 Equipment to handle, lift and transfer different types of mail and cargo is identified and used in line with company procedures.
- 3.3 Health and safety requirements, and equipment operation and handling and lifting procedures are identified and followed, and safety equipment is used effectively in handling mail and cargo in line with company procedures.
- 3.4 Mail and cargo are handled in a way that maintains packaging and condition, protected from potentially harmful conditions and in line with safety requirements and company procedures.
- 3.5 Any problems with mail and cargo handling are identified and responded to in line with personal scope of responsibility and company procedures.
- 3.6 Information systems are used to record information on the handling of mail and cargo 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