

<b>Domain</b>	<b>POSTAL OPERATIONS</b>	<b>Unit ID: 754</b>
<b>Title:</b>	<b>Identify, capture and maintain routine workplace records as part of postal operations</b>	
<b>Level: 3</b>		<b>Credits: 6</b>

### Purpose

This unit standard specifies the competency required to identify, capture and maintain routine workplace records as part of postal operations. It includes identifying and classifying records for capture; capturing workplace records; and maintaining records system. 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. Record storage may include but is not limited to: filing system; computer; compact disc (CD) storage; imaging systems; audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications).
4. Hazards in the work area may include but are not limited to: height and reach implications of storage facilities; dust and vapours; stationary and moving equipment, parts and materials; noise, light, energy sources; radiation; electrical equipment; humidity, air temperature, radiant heat; debris on floor; faulty racking; poorly stacked records or boxes; faulty equipment.
5. Occupational Health and Safety requirements include but are not limited to: manual handling; protective clothing; elimination/control of hazards.
6. Personal protective equipment may include but is not limited to gloves; safety headwear and footwear; safety glasses; protective clothing; high visibility clothing.
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](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Identify records for capture**

##### **Range**

Information for capture may include but is not limited to: hard copy documents; presentations; information on computer; compact disc (CD); images; audio-visual multimedia sound and images.

Uses of records include but are not limited to: basic reporting; administrative functions; planning functions; training functions; human resources functions; and financial functions.

Environmental conditions may include but are not limited to: heating, cooling and dust suppression.

Material may include but is not limited to: registers of incoming and outgoing mail volumes; balances, Control books (C-books); bills.

Records may include but are not limited to: electronic; paper-based; microform; graphic; mainframe or personal computer (PC)-based applications.

Storage requirements of records may include but are not limited to: paper-based; computer disks and reels; compact disc random access memory (CD-ROM); microfiche; film; audio.

The record identification and classification process may be conducted as part of records management activities with the operator using discretion and judgement within established procedures.

##### **Performance Criteria**

- 1.1 Information for record capture is received or accessed in line with company procedures.
- 1.2 Uses and users of records are identified in line with company procedures.
- 1.3 Privacy and ethical guidelines related to the collection and use of records are identified and applied in line with company procedures.

- 1.4 Storage requirements of records including specific environmental conditions and accessibility requirements are noted and actioned as required in line with company procedures.
- 1.5 Incoming material is assessed against instructions to confirm what material needs to be captured in line with company procedures.
- 1.6 Required format or media of the record is confirmed in line with company procedures.

## **Element 2: Capture workplace records**

### **Range**

Records may be registered (captured) into current record systems; archive systems; business systems; storage facility systems.

### **Performance Criteria**

- 2.1 Sources of information for records are identified in line with company procedures.
- 2.2 Record capture methods are selected and used in line with company procedures.
- 2.3 Record is collected, collated and checked for integrity in line with company procedures.
- 2.4 Identified transaction, action or activity documented by record is matched to instructions for capturing and company classification scheme.
- 2.5 Record collected is processed and represented in required format and forwarded to appropriate person or section in line with company requirements.
- 2.6 Record is stored in line with company procedures.
- 2.7 The classified record is linked to other records in the system and unique identifier for locating record is determined from request or instructions in line with record keeping system rules and company procedure.
- 2.8 Identified transaction, action or activity documented on record is forwarded to appropriate location or action officer in line with the system rules and company procedures.

## **Element 3: Maintain records system**

### **Range**

The record control process is conducted as part of records management activities with the operator using discretion and judgement within established procedures.

Record information to be updated may come from supervisor; user; file transfer slips; action officers; results of file audit; requests.

Standard reports prepared from the record keeping system may include but are not limited to statistics; resubmits for following day; overdue action reports; daily correspondence.

Those requiring copies of staff/user lists may include managers of record keeping areas; those undertaking classification and capture.

### **Performance Criteria**

- 3.1 Location of record is confirmed from unique identifier and records system in line with records system rules and company procedures.
- 3.2 Information about record is obtained from records system in line with records system rules and company procedures.
- 3.3 Information about record is updated and amended as required in line with company procedures.
- 3.4 All activities on the records system are completed within designated timeframe and in line with standard 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