

**Unit ID: 755**

**Domain**

**POSTAL OPERATIONS**

**Title:**

**Complete routine administrative tasks as  
part of postal operations**

**Level: 2**

**Credits: 4**

### **Purpose**

This unit standard specifies the competency required to complete routine administrative tasks as part of postal operations. It includes receiving and distributing incoming correspondence; receiving and dispatching outgoing correspondence; filing routine documents; and receiving and relaying written and oral messages. 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. Correspondence may include but is not limited to company procedures; bulk quantities; single items; letters; facsimiles; emails; telephone calls; messages and notes.

4. Communication may include but is not limited to fixed phone; mobile phone; fax; correspondence; internet; radio; oral, aural or signed communications.

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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Receive and distribute incoming correspondence**

#### **Performance Criteria**

- 1.1 Incoming correspondence is checked and registered to ensure accuracy of records in line with company procedures.
- 1.2 Urgent and confidential correspondence is identified and distributed to the addressee promptly in line with company procedures.
- 1.4 Damaged, suspicious or missing items are recorded and where necessary reported in line with company procedures.

### **Element 2: Receive and dispatch outgoing correspondence**

#### **Performance Criteria**

- 2.1 Outgoing correspondence is collected from required sections of the company, checked and sorted to ensure all items are correctly prepared for dispatch in line with company procedures.
- 2.2 Correspondence items are collated, recorded in the register where applicable, and correctly dispatched to meet designated timelines in line with company procedures.

### **Element 3: File routine documents**

#### **Performance Criteria**

- 3.1 Routine documents are classified, sorted and filed in line with company procedures.
- 3.2 Classification uncertainties are referred to relevant personnel in line with company procedures.
- 3.3 Documents are identified and retrieved in line with company procedures.
- 3.4 Specified files or records are located within designated timelines in line with company procedures.
- 3.5 Located files are extracted from system and despatched to the nominated person in line with company procedures.
- 3.6 Security and confidentiality procedures are followed in line with company requirements.

## **Element 4: Receive and relay written and oral messages**

### **Performance Criteria**

- 4.1 Messages are received and recorded in line with company procedures.
- 4.2 Areas of uncertainty are clarified with conveyor of the message in line with company procedures.
- 4.3 Messages are relayed to the nominated person within designated timelines and in line with 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