

		Unit ID: 758
Domain	POSTAL OPERATIONS	
Title:	Witness, record and repair damaged mail as part of postal operations	
Level: 2	Credits: 4	

Purpose

This unit standard specifies the competency required to witness, record and repair damaged mail as part of postal operations. 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. 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: Witness, record and repair damaged mail as part of postal operations

Range

Collecting damaged mail includes but is not limited to: bag; mail item; broken seal; label; any documentation.

Performance Criteria

- 1.1 Damaged mail is collected from bag opening section in line with company procedure.
- 1.2 Contents of damaged mail items are verified and recorded in line with company procedure.
- 1.3 Damaged mail items are repaired and/or repackaged in line with company procedure.
- 1.4 Situation note regarding damaged mail is prepared for postmaster and customer in line with company procedure.
- 1.5 Repaired mail is transferred to dispatch section or customer collections for further process in line with company procedure.

Registration Data

Subfield:	Postal Services
Date first registered:	
Date this version registered:	
Anticipated review:	
Body responsible for review:	Namibia Training Authority