

<b>Domain</b>	<b>POSTAL OPERATIONS</b>	<b>Unit ID: 759</b>
<b>Title:</b>	<b>Follow Return to Sender procedures for undeliverable mail as part of postal operations</b>	
<b>Level: 2</b>		<b>Credits: 4</b>

### Purpose

This unit standard specifies the competency required to follow Return to Sender (RTS) procedures for undeliverable 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
  - 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: Follow Return to Sender (RTS) procedures for undeliverable mail as part of postal service operations**

#### **Range**

Applicable label may include form Coordination Number CN15 for return to sender (RTS) mail; reason for non-delivery fully written out.

#### **Performance Criteria**

- 1.1 Undelivered mail is collected from mail distribution sender in line with company procedure.
- 1.2 Reasons for inability to deliver mail are established and indicated on postal item in line with company procedure.
- 1.3 Undeliverable postal item is checked for stamp impression and applicable label is affixed to undeliverable postal item in line with company procedure.
- 1.4 A cross is made in the space on the label or stamp impression, against the applicable reason for non delivery, in line with company procedure.
- 1.5 Clear office date stamp impression is made on returned mail item in line with company procedure.
- 1.6 Original address on return item is crossed out and endorsed as the addressee in line with company procedure.
- 1.7 Undelivered mail item is labeled with form Public P13/52 label indicating RTS mail in line with company procedure.
- 1.8 Labeled undelivered mail item is bundled separately from main mail bundles and transferred to dispatch section for dispatch back to sender in line with company procedure.
- 1.9 Undelivered foreign mail is returned to country of destination, or if no sender`s address appears on the item, the separate undelivered mail bundle labelled for destination Return Letter Office (RLO) on form Public P13/52.

## **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