

**Unit ID: 760**

**Domain**

**COURIER OPERATIONS**

**Title:**

**Prepare for pick-up and delivery of articles and mail as part of courier operations**

**Level: 2**

**Credits: 6**

### **Purpose**

This unit standard specifies the competency required to prepare for pick-up and delivery of articles and mail as part of courier operations. It includes confirming pick-up or delivery instructions; planning pick-up or delivery operation; preparing articles for pick-up or delivery; and maintaining records of pick-up or delivery plans. This unit standard is intended for those who work in postal 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. Communication in the work area may include but is not limited to: fixed telephone; mobile telephone; fax; email; internet; radio; oral or signed communications.
4. Personal protective equipment may include but is not limited to: gloves; safety headwear and footwear; sunglasses and ultraviolet (UV) protection; two-way radios; high visibility clothing.
5. Hazards may include but are not limited to: vehicle traffic and pedestrians; uneven ground, steps, road surfaces; dust and vapours; hazardous or dangerous materials; humidity, air temperature and radiant heat; light including ultraviolet (UV) light; noise.
6. Work documents may include but are not limited to: operations manuals; induction documentation; manufacturer's specifications for relevant equipment; legislation relating to hazardous goods and other regulations pertaining to the delivery of mail or courier items; workplace procedures and policies for the prioritisation of courier/delivery operations; supplier and/or customer instructions; industrial arrangements; standards and certification requirements; quality assurance procedures; emergency procedures.
7. Regulations and legislation relevant to this unit standard include the following:

- Namibia Post and Telecommunications Establishment Act No. 17 of 1992

- Namibia Labour Act, No 11 of 2007
- Social Security Act, Act no. 34 of 1994
- National Road Traffic Act 22 of 1999
- National Road Traffic Act 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: Confirm pick-up and delivery instructions**

##### **Range:**

Pick-up and delivery instruction and customer requirements may be communicated in written or electronic form.

Payment may include but is not limited to: account (consignor); cash (consignee).

##### **Performance Criteria**

- 1.1 Pick-up and delivery instructions and specific customer requirements are identified and, where necessary, clarified in line with company procedure.
- 1.2 Payment requirements are established or confirmed in line with company procedure.
- 1.3 Pick-up and delivery points are located in line with company procedure.
- 1.4 Size, weight and configuration of articles and mail to be delivered are identified in line with company procedure.
- 1.5 Pick-up and delivery documents are identified, accessed and clarified as required in line with company procedure.

#### **Element 2: Plan pick-up or delivery operation**

##### **Range**

Equipment required to facilitate pick-up and delivery may include but is not limited to: trolleys; lifting devices (including hydraulic jack, forklift); rollers; tarpaulins; packing materials; ropes; securing devices.

## **Performance Criteria**

- 2.1 Pick-up and delivery operation is prioritised and planned based on information about the distance, travel times, customer requirements, resource implications and known priorities for delivery in line with company procedures.
- 2.2 Planned steps and outcomes are checked to ensure conformity with instructions and work requirements in line with company procedure.
- 2.3 Equipment required for pick-up or delivery operation is selected in line with company procedure.
- 2.4 Work sequence is identified and where necessary, communicated to base in line with company procedure.
- 2.5 Possible difficulties that could occur during pick-up or delivery operation is identified, and alternative strategies are determined in line with company procedure.

## **Element 3: Prepare articles for pick-up or delivery**

### **Range**

Checking and organising of articles for pick-up or delivery includes but are not limited to: inspection to ensure completeness of address details; correct postage paid for the size, weight and type of article; packaging of articles secured to prevent loss or damage of contents during delivery.

Sorting criteria for mail and courier articles may include but are not limited to: address and delivery run; type of article or postage delivery paid; priority of delivery.

Storage of articles includes but is not limited to: appropriate areas, security requirements to ensure appropriate access.

Difficulties may include but are not limited to: road and traffic conditions; changing weather conditions; time of travel; load requirements; changes in delivery and pick-up instructions.

## **Performance Criteria**

- 3.1 Articles and mail for pick-up or delivery are checked and organised in line with company procedure.
- 3.2 Articles and mail which cannot be picked up or delivered due to defects or other factors are sorted and dealt with in line with company procedure.
- 3.3 Processing of articles and mail is monitored to ensure a secure and effective workflow in line with company procedure.
- 3.4 Groups of articles and mail for pick-up or delivery are clearly identified for delivery type and run in line with company procedure.
- 3.5 Articles and mail are stored for pick-up or delivery, using appropriate manual handling practices, in line with company procedure.

## **Element 4: Maintain records of pick-up and delivery plans**

### **Range**

Records and/or notices relate to but are not limited to: registered mail, classified mail, parcels, articles and defective courier articles

### **Performance Criteria**

- 4.1 Records and/or notices of pick-up or delivery plans are completed and signed in line with company procedure.
- 4.2 Records are stored in line with company procedure.

### **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