

Unit ID: 765

Domain

COURIER OPERATIONS

Title:

**Safely operate load shifting equipment
as part of courier operations**

Level: 2

Credits: 20

Purpose

This unit standard specifies the competency required to safely operate load shifting equipment as part of courier operations. It includes checking load shifting equipment and recording operational faults; preparing to operate load shifting equipment; using load shifting equipment controls and operating systems; loading and moving materials and goods; stopping, parking and securing load shifting equipment; and applying fatigue management strategies. 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. Load shifting equipment may include but is not limited to: forklift; crane; skid steer loaders; light internal transfer vehicles; front-end loaders (up to 10 tonnes); elevated work platforms.
4. Work may be conducted in limited or restricted spaces; exposed conditions; controlled or open environments; even or uneven surfaces; wet or dry surfaces.
5. Personal protective equipment may include but is not limited to: gloves; safety headwear and footwear; safety glasses; two-way radios; respirators and fume masks; protective clothing; high visibility clothing.
6. Communication in the work area may include but is not limited to: phone; electronic data interchange (EDI); fax; email; internet; radio; oral or signed communications.
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
 - Namibian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - National Road Traffic Act 22 of 1999; Chapter 6 part 4 (dangerous goods and materials)

- Namibian and International Explosives Codes
- 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: Check load shifting equipment

Range

Pre-operational checks may include but are not limited to: visual check; checking and topping up of fluid levels; checks of tyres; checks of operation of lights and indicators; checks of brakes.

Performance Criteria

- 1.1 Pre-operational checks of load shifting equipment and attachments are conducted in line with company procedures.
- 1.2 Log books are checked and appropriate documentation completed in line with company procedures.
- 1.3 Results are recorded in line with company procedures.
- 1.4 Faults are reported in line with company procedures.
- 1.5 Mirrors and seats are adjusted for safe operation by the driver in line with company procedures.

Element 2: Prepare to operate load shifting equipment

Range

Requirements for work may include but are not limited to: site restrictions and procedures; use of safety and personal protective equipment; communications equipment; specialised lifting and/or handling equipment; additional gear and equipment; noise restrictions; hours of operations; authorities and permits.

Hazards in the work area may include but are not limited to: chemicals and fumes; dangerous or hazardous substances; stationary and moving machinery, goods, materials and vehicle traffic; contamination of, or from, materials being handled; service lines; spills, leakages and ruptures; dust/vapours; faulty gear, equipment or tools.

Performance Criteria

- 2.1 Work requirements are identified in line with company procedures.
- 2.2 Load shifting equipment is prepared and any appropriate attachment fitted in line with company procedures.
- 2.3 Hazards in the work area are identified in line with company procedures.
- 2.4 Traffic flow and work area conditions are constantly checked and anticipated to allow safe operation to ensure no injury to people or damage to equipment, loads or facilities in line with company procedures.
- 2.5 Characteristics of the load are taken into account to ensure that where applicable, appropriate attachments are used to safely transport the load in line with company procedures.
- 2.6 Any occurrences in the work area that may affect the safety and efficiency of operations are reported to supervisor in line with company procedures.

Element 3: Use load shifting equipment controls and operating systems

Range

Operational hazards may include but are not limited to: chemicals; dangerous or hazardous substances; movements of equipment, goods and materials; wet and iced operating surfaces; oil on operating surface; faulty brakes; workplace obstacles and other operational equipment and vehicles; damaged loads and pallets; other personnel in work area.

Performance Criteria

- 3.1 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine in line with manufacturer's specifications and company procedures.
- 3.2 Engine is started, monitoring instruments and gauges during start-up and operations to ensure that operation is within manufacturer's specifications and company safety requirements.
- 3.3 Load shifting equipment is steered, manoeuvred, positioned and stopped in line with regulations and manufacturer's instructions.
- 3.4 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage in line with manufacturer's instructions and company procedures.
- 3.5 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques in line with company procedures.
- 3.6 Load shifting equipment is driven in reverse, maintaining visibility and achieving accurate positioning in line with company procedures.
- 3.7 Equipment operations are conducted within manufacturer's specified torque range and in line with company procedures.
- 3.8 Load shifting equipment is parked, shut down and secured in line with manufacturer's specifications, regulations and company procedures.
- 3.9 Any faults or damage to equipment are reported promptly to supervisor in line with company procedures.

Element 4: Load and move materials and goods

Range

Loads to be shifted may require special precautions or be: irregularly shaped; packaged or unpackaged; labelled or unlabelled; palletted or unpalletted.

Loading and unloading procedures may include but are not limited to: starting, steering and manoeuvring; accelerating and braking; positioning and stopping; reversing; operating load shifting equipment controls, instruments and indicators; using defensive driving techniques; managing engine performance.

Performance Criteria

- 4.1 Load is located and identified according to instructions and company procedure.
- 4.2 Loading and unloading operations are safely implemented in line with company procedures.
- 4.3 Characteristics of any hazardous goods are identified and incorporated in work, in line with legislative requirements and company procedures.
- 4.4 Loading and unloading procedures are safely followed in line with company procedures.
- 4.5 Light load shifting equipment is safely manoeuvred and positioned using smooth and controlled movements in line with company procedures.
- 4.6 Load is lifted, carried, lowered and set down in line with company procedures.
- 4.7 Materials are safely moved ensuring no injury to people or damage to equipment or goods in line with company procedures.

Element 5: Stop, park and secure load shifting equipment

Performance criteria

- 5.1 Load shifting equipment is brought to a controlled halt in line with manufacturer's specifications and company procedures.
- 5.2 Load shifting equipment is safely parked without injury to people or damage to equipment, loads or facilities in line with company procedures.
- 5.3 Load shifting equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners in line with company procedures.
- 5.4 Post operational checks of load shifting equipment are conducted and faults are reported in line with company procedures.

Element 6: Apply fatigue management strategies

Range

Work-related factors that contribute to fatigue include but are not limited to: work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks); organisational factors such as work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, predictability of work.

Worker or operator-related factors that may contribute to fatigue include but are not limited to: lifestyle factors such as sleep patterns; alcohol and drug use; quantity and timing of food and drink; opportunities for relaxation with family and friends; working multiple jobs; personal or biological factors such as state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks.

Strategies for managing fatigue may include but are not limited to: following the organisation's fatigue management policy and procedures; using time away from work appropriately to rest and recover; checking and ensuring fitness for work; reporting symptoms of fatigue; taking action to minimise risk when symptoms of fatigue are recognised.

Performance criteria

- 6.1 Signs of fatigue are identified and acted upon in line with company procedures.
- 6.2 Potential causes of fatigue are monitored and action taken to minimise their effects in line with company procedures.
- 6.3 Personal warning signs of fatigue are recognised and necessary steps are taken to ensure that effective work capability and alertness are maintained in line with workplace procedures.
- 6.4 Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised in line with company procedures.
- 6.5 Strategies to manage and combat fatigue are implemented in line with company policy and procedures.

Registration Data

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