

Domain	COURIER OPERATIONS	Unit ID: 768
Title:	Drive a vehicle as part of postal service operations	
Level: 2		Credits: 15

Purpose

This unit standard specifies the competency required to drive a vehicle as part of postal services operations. It includes checking and monitoring vehicle condition and maintenance performance; applying safe driving behaviour to drive and control vehicle; following route and monitoring traffic and road conditions; 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. Individuals undertaking this unit standard must hold a current Namibian driver's license that applies to cars and vehicles equal to or less than 4.5 tonnes Gross Vehicle Mass (GVM) and seating up to 12 adults; including the driver, and all types of transmission.
3. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of the Namibia Traffic Information System (NATIS). Persons achieving competence in this unit will need to fulfill all of the relevant driver license requirements before driving a vehicle on a public road.
4. Types of vehicle may include but are not limited to light rigid vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults including the driver; all types of transmission vehicle; and medium rigid commercial cars and vehicles, for example any 2-axle rigid vehicle, including truck and bus.
5. Driving may be carried out by day or night; in typical weather conditions; on the open road; on a private road; while at a depot, base or warehouse; while at a customer workplace or work site.
6. Work involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.
7. Work information and documents may include but are not limited to: national driving license requirements; national road rules; workplace driving instructions and procedures; vehicle manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of vehicle; emergency procedures; vehicle log book or record book.

8. Glossary

- *'Defensive driving'* is defined as driving to: save lives, time and money, in spite of the conditions around you and the actions of others. It is a form of training for motor vehicle drivers that goes beyond mastery of the rules of the road and the basic mechanics of driving. Its aim is to reduce the risk of driving by anticipating dangerous situations, despite adverse conditions or the mistakes of others. This can be achieved through adherence to a variety of general rules, as well as the practice of specific driving techniques.

9. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with company policy and procedure and manufacturer's instructions.

10. 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 traffic authority driving regulations and licence requirements pertaining to the class of vehicle
 - Namibian road rules
 - Namibia Traffic Information System (NATIS)
 - National permit regulations and requirements
 - Namibian environmental protection legislation
 - National Road Traffic Act, No. 22 of 1999
 - 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 and monitor vehicle condition and maintenance performance

Range

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

Routine checks include but are not limited to: lights (head lights, indicators, brake lights, reverse lights); oil; brake fluid; clutch fluid; petrol or diesel; tyre pressure; vehicle logs and reports; spare tyre and jack.

Routine maintenance may include but is not limited to: replacement of blown globes in vehicle lights; replacement of broken fan belt; replacement of blown fuse; replacement of door mirrors; repairs to rear tail-light lens; changing of tyres; repair of tyre punctures; replacement of broken coolant hose.

Minor routine repairs may include but are not limited to: replacement of blown globes in vehicle lights; replacement of broken fan belt; replacement of blown fuse; replacement of door mirrors; repairs to rear tail-light lens; changing of tyres; repair of tyre punctures; replacement of broken coolant hose.

Vehicle records may include but are not limited to: workplace procedures, checklists and instructions; vehicle manufacturer's instructions; specifications and recommended procedures; safety procedures; vehicle log books.

Performance Criteria

- 1.1 Vehicle performance is maintained through pre-operational inspections, routine checks and maintenance, and minor routine repairs of the vehicle where required in line with manufacturer's and company requirements.
- 1.2 Performance and efficiency of vehicle operation is monitored during use in line with company procedures.
- 1.3 Safety procedures are followed when carrying out routine checks of vehicle in line with company procedures.
- 1.4 Vehicle records and log books are maintained and information on routine servicing, maintenance and repairs are updated as required in line with company procedures.
- 1.5 Condition of vehicle is checked for compliance with company requirements for warning devices, manufacturer's specifications and the nature of road to be followed.
- 1.6 Attachments to vehicle, including mirrors and seats, are adjusted for safe operation by the driver in line with company procedures.
- 1.7 Performance and efficiency of vehicle operation is monitored during use in line with company procedures.
- 1.8 Defective or irregular performance or malfunctions are reported to appropriate persons in line with company procedures.

Element 2: Apply safe driving behaviour to drive and control vehicle

Range

Driving may be carried out in: typical road transport situations, including but not limited to: operations conducted at day or by night; typical weather conditions; open road; private roads; at a depot, base or warehouse; customer workplace or work site.

Driving hazards may include but are not limited to: wet and iced roads; oil on road; animals and objects on road; fire in vehicle; leaking fuel; faulty brakes; parked vehicles on the road; faulty steering mechanism on vehicle; pedestrians crossing the road; flooded sections of road; windy sections of road; foggy conditions.

Performance Criteria

- 2.1 Requirements for safe driving are acknowledged, interpreted and applied, including the principles of defensive driving in line with regulatory requirements and company procedures.
- 2.2 Road rules are known and applied in line with legislative and regulatory requirements and company procedures.
- 2.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving in line with manufacturer's specifications, traffic regulations and company procedures.
- 2.4 Importance of cooperation with other road users is known and applied in line with legislative requirements and company procedures.
- 2.5 Vehicle is started, steered, manoeuvred, positioned and stopped in line with vehicle handling procedures, traffic regulations and manufacturer's instructions.
- 2.6 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage in line with vehicle handling procedures, traffic regulations and manufacturer's instructions.
- 2.7 The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning in line with manufacturer's specifications, traffic regulations and company procedures.
- 2.8 Vehicle lights and indicators are used in line with manufacturer's specifications, traffic regulations and company procedures.
- 2.9 Vehicle is parked, shut down and secured in line with manufacturer's specifications, traffic regulations and company procedures.
- 2.10 Appropriate procedures are followed in the event of a driving emergency in line with company requirements.

Element 3: Follow route and monitor traffic and road conditions

Range

Factors that can cause traffic delays and diversions may include but are not limited to: traffic accidents; flooded or sandy sections of road; road damage; bridge or tunnel damage; road works; building construction; emergency situations such as bushfires or building fires; road closures for special events; holiday traffic; road closures for utility works such as electricity, water, sewerage, telecommunications, gas.

Conditions may include but are not limited to: operations conducted at day or night; typical weather conditions; on the open road; on a private road or worksite; while at a workplace.

People in the driving area may include but are not limited to: workplace personnel; site visitors; contractors; official representatives, other drivers in vehicles; pedestrians, children, adults or elderly people.

Performance Criteria

- 3.1 Most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations in line company procedures.
- 3.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities in line company procedures.

Element 4: 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.

Driver-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

- 4.1 Signs of fatigue are identified and acted upon in line with company procedures.
- 4.2 Potential causes of fatigue are monitored and action taken to minimise their effects in line with company procedures.
- 4.3 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
- 4.4 Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised in line with company procedures.
- 4.5 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