

Unit ID: 773

Domain

COURIER OPERATIONS

Title:

**Operate a parcel hold facility as part of
postal service operations**

Level: 2

Credits: 6

Purpose

This unit standard specifies the competency required to operate a parcel hold facility as part of postal service operations. It includes implementing parcel holding procedures; following procedures for safekeeping of customer parcels and items; and processing parcel dispatch from hold. 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. 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.

4. Workplace information and documents may include but are not limited to: workplace procedures and policies for the coordination of goods to bond store premises; supplier and/or customer instructions; goods identification numbers and codes; manifests, bar codes, goods and container identification/serial number; agents delivery order and agents program; customer clearance; quarantine clearance; return or hand-over agreement; continuing permission; single transaction permissions; gate pass or clearance stamped; bulk run numbers; manufacturer's specifications for equipment; dangerous goods declarations and material safety data sheets; relevant legislation, regulations and related documentation including Dangerous Goods (DG) Code; any industrial arrangements; relevant Namibian standards and certification requirements; quality assurance procedures; emergency procedure.

5. 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; Chapter 6 part 4 (dangerous goods and materials)
- 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: Implement parcel holding procedures

Range

Items could be: those submitted for safekeeping by customers, or items found by customers, staff, or members of the public.

Processing of parcels submitted for safekeeping may include but are not limited to: checking packaging, labels and information of item; verifying information in consultation with customer; recording owner details and description of item where possible; storage procedures.

Procedures for dealing with found items may include but are not limited to: recording details of found item using appropriate documents or registers; verifying location and time item was found; tagging and filing found item in date order in designated location; checking to ensure found items are not dangerous or illegal; securely storing; reporting dangerous, illegal or suspicious looking items to relevant authorities.

Dangerous, illegal or suspicious looking items may include but are not limited to: drugs, weapons, contraband, explosives, unusual or unidentified packages or parcels.

Performance Criteria

- 1.1 Appropriate location and procedures for providing a parcel holding facility is identified and confirmed in line with company policy and procedures.
- 1.2 Location and procedures for parcel holding facility are communicated to customers in line with company procedures.
- 1.3 Procedures for processing parcels submitted for safekeeping are implemented in line with company procedures.
- 1.4 Parcels are checked in line with company procedures.
- 1.5 Procedures for dealing with dangerous, illegal or suspicious looking parcels are implemented in line with company procedures.
- 1.6 Procedures for dealing with items not fetched by owner by the expected date are explained to owner and followed in line with company procedures.

Element 2: Follow procedures for safekeeping of customer parcels and items

Range

Holding facilities include but are not limited to a parcel holding facility; safe; designated storage area.

Performance Criteria

- 2.1 Parcels for holding are listed, including owner name and contact numbers, nature of parcel content and agreed storage period in line with company procedures.
- 2.2 Parcels for holding are made available for inspection by Namibian Customs Services as required in line with legislative requirements and company procedures.
- 2.3 All relevant documentation related to parcel holding are completed in appropriate documents and registers in line with company procedures.
- 2.4 Security procedures are followed when storing valuable items in line with company procedures.
- 2.5 Arrangements regarding access to items in holding facility are confirmed with customer in line with company procedures.

Element 3: Process parcel dispatch from hold

Range

Verification of identity may require positive proof of identity through provision of national identity card, passport or other legally recognised form of personal identification.

Performance Criteria

- 3.1 Arrangements for the transfer of goods from hold facility are made in line with regulatory requirements and company procedures.
- 3.2 Communication with customer is sought and maintained regarding procedures for parcel dispatch from hold in line with company procedures.
- 3.3 Identity of claimant is verified in line with company procedures.
- 3.4 Claimed item is signed for and dated by the claimant in line with company procedures.
- 3.5 Forwarding address of claimant is obtained and arrangements made for items to be forwarded when the owner is not able to collect item in line with company procedures.
- 3.6 Goods left after time advertised for collection are listed for bonding in line with Namibian Customs Service requirements and company procedures.
- 3.7 All required documentation is completed and signed regarding parcel dispatch from hold, and recorded in line with regulatory requirements and company procedures.

Registration Data

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