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| Domain | COURIER OPERATIONS | Unit ID: 774 |
| Title: | Conduct courier service transactions as part of postal operations | |
| Level: 2 | | Credits: 4 |

Purpose

This unit standard specifies the competency required to conduct courier service transactions as part of postal operations. It includes confirming price with customers; and conducting and recording transaction. 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. Financial documents relating to courier transactions may include but are not limited to: waybills; Proof of Delivery (POD); manifest data.
4. 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.
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
 - 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: Confirm price with customer

Performance Criteria

- 1.1 Customer enquiries are answered courteously and accurately within scope of responsibility and in line with company procedures.
- 1.2 Cost of service or operation is confirmed with customer in line with company procedures.
- 1.3 Pricing structure is explained as required in line with company procedures.
- 1.4 Bill or invoice is presented to customer in line with company procedures.

Element 2: Conduct and record transaction

Range

Transactions may involve but are not limited to: coins; notes; cheques; credit and debit cards.

Performance Criteria

- 2.1 Amount received from customer is checked and securely stored in line with company procedures.
- 2.2 Change is given in appropriate denomination and in line with company procedures.
- 2.3 Appropriate security measures are followed when carrying out the transaction in line with company procedures.
- 2.4 Customer receipt is issued after payment is made or invoice/bill is issued for bills yet to be settled in line with company procedures.
- 2.5 Record of transaction is made and kept in line with company procedures.
- 2.6 Transaction records at base are updated upon return to reflect transactions in line with company procedures.

Registration Data

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