

	Unit ID: 105
Domain	OFFICE ADMINISTRATION
Title:	Organise couriers and bulk mailing arrangements in an office environment
Level: 2	Credits: 3

Purpose

This unit standard specifies the competencies required to organise couriers and bulk mailing arrangements in an office environment. It includes collating and dispatching documents for bulk mailing and organising urgent and same deliveries by courier. It is intended for people who work in an office environment.

Special Notes

1. Entry information
Prerequisite:
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence is required of collating and dispatching documents and organising courier services for assessment purposes.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which administrative operations are carried out.
4. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - Occupational Health and Safety Regulations No. 18, 1997
 and all subsequent amendments.

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 on www.nta.com.na.

Elements and Performance Criteria

Element 1: Collate and dispatch documents for bulk mailing

Performance Criteria

- 1.1 Quantities, resources and time to complete bulk mailing are estimated.
- 1.2 Documents are collated as required.
- 1.3 Envelopes are sorted and batched in line with organisational requirements.
- 1.4 Numerical information is verified.
- 1.5 Batched items are lodged for delivery.

Element 2: Organise urgent and same day deliveries by courier

Performance Criteria

- 2.1 Items for urgent deliveries are wrapped, weighed and addressed.
- 2.2 Courier is selected and arrangements are made for collection and delivery of items.
- 2.3 Follow-up is made with courier to confirm that items were delivered to correct address and the specified date and time if required.
- 2.4 Documentation required for courier services are completed.

Registration Data

Subfield:	Business Services
Date first registered:	28 September 2006
Date this version registered:	28 September 2006
Anticipated review:	2011
Body responsible for review:	Namibia Training Authority