Contents

Introduction

Qualifications Pack – Mail Handler

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Hub and Branch Operations

REFERENCE ID: LSC/Q3025

ALIGNED TO: NCO-2004/9333.10

Brief Job Description: Mail Handlers are also known as Courier Handlers or Handlers. Individuals in this role are staff working in service stations and hubs who are responsible for unloading mail bags that arrive at the sorting center, moving them to the sorting area and loading the sorted mail onto the respective mail trucks. They are a key part of the operations as mail bags have to be moved from trucks to the sorting area.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Job Details

Qualifications Pack Code	LSC/Q3025		
Job Role	Mail Handler		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Hub and Branch Operations	Next review date	10/10/2016
NSQC Clearance on	TBD		

Job Role	Mail Handler (Courier Handler, Handler)
Role Description	Unload mail bags and move them to the sorting area
NSQF level	2
Minimum Educational Qualifications*	Class X (preferable)
Maximum Educational Qualifications*	Diploma/Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N3007 (Prepare for mail handling) 2. LSC/N3008 (Perform mail handling) 3. LSC/N3009 (Perform Post handling activities) 4. LSC/N3044 (Maintain health, safety and security standards while handling mail) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

National Occupational Standard

<u>**Overview**</u>

This unit is about preparing for mail handling

Unit Code	LSC/N3007
Unit Title (Task)	**Prepare for mail handling**
Description	This unit is about preparing for mail handling
Scope	This OS unit/task covers the following: • Obtain requisite information for handling mails • Gather required equipment, make space for unloading and inspection

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Obtain requisite information for handling mails	To be competent, the user/individual on the job must be able to: PC1. Obtain count sheet of inbound mail bags from supervisor. PC2. Understand the daily schedule, number of mail trucks to be unloaded and unloading targets from the supervisor. PC3. Find out when the mail trucks are expected to come in. PC4. Determine which gate or dock the required mail truck to unload from is to be parked at. PC5. Assess Material Handling Equipment (MHE) needed for unloading, ,such as pallet truck/hand pallet
Gather required equipment, make space for unloading and inspection	PC6. Collect and wear all the necessary Personal Protective Equipment (PPE). PC7. Move any remaining inbound mail into the sorting area to make space for incoming shipment in the inbound area. PC8. Move aside any mail yet to be loaded to make space for incoming goods in the inbound area. PC9. Get any MHE required and keep it ready. PC10. Perform a basic safety inspection of areas and MHE. PC11. Ensure that the sorting and inbound areas are clean. Clean up any spills or breakages.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of mail being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company.

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	KA9. Knowledge of entire branch activities and persons in charge of each function
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of types of goods being handled KB2. Knowledge of loading/unloading and transport methods that can be used for different types of shipments/bags KB3. Knowledge of suitable posters to take while loading/unloading KB4. Ability to understand different kinds of goods and ways to keep them KB5. Knowledge of operating computers and using relevant software KB6. Ability to read labels and understand special handling requirements of mail. KB7. Types of workplace hazards that one can encounter on the job and safe operating practices. KB8. Arranging mail to maximize truck space
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Prepare reports for management.
	Reading Skills The user/individual on the job needs to know and understand how to: SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents regarding details of outbound/inbound shipments
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers
B. Professional Skills	**Decision Making** The user/individual on the job needs to know and understand how to: SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations. SB2. Ability to make a judgment as to whether an issue is crucial, and to be escalate it if necessary.
	Plan and Organize The user/individual on the job needs to know and understand how to: SB3. Flexibility to re-assess schedule in case of delays/additional shipments SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals

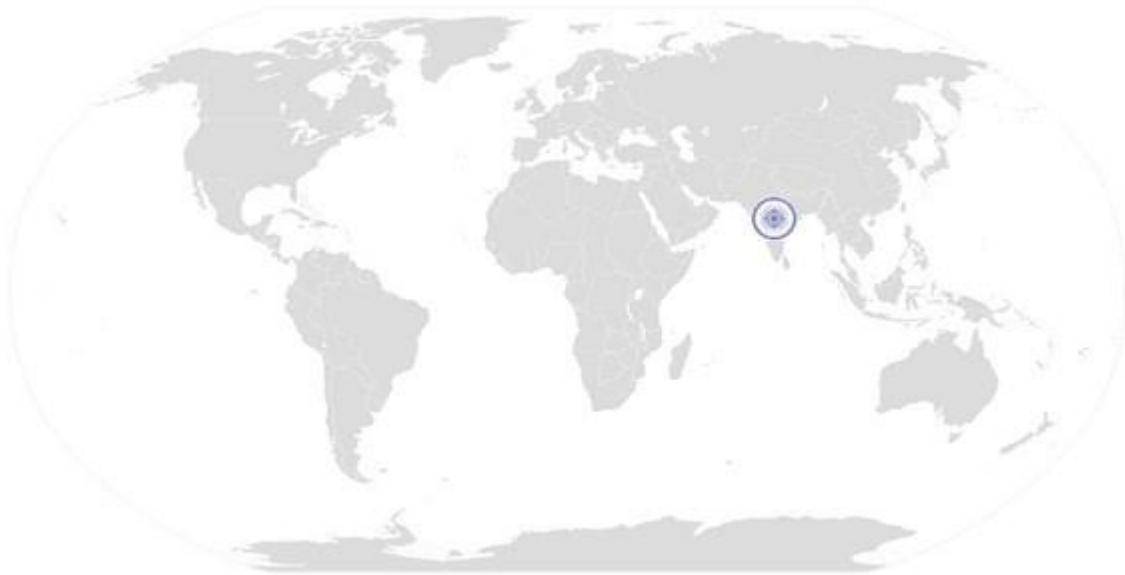|	
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the importance of customer deadlines
	Problem Solving

	The user/individual on the job needs to know and understand how to:
	  SB8. Identify trends/common causes for errors and suggest possible solutions to the manager.
	  SB9. Handle day to day problems like delays, staffing shortage, etc.

	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline the handling process
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3007		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Couier and Mail Services	Last reviewed on	10/04/2015
Occupation	Hub and Branch Operations	Next review date	10/10/2016

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National Occupational Standard

Overview

This unit is about performing mail handling

Unit Code	LSC/N3008
Unit Title (Task)	**Perform mail handling**
Description	This unit is about preparing for mail handling
Scope	This OS unit/task covers the following: • Unload and move incoming mail • Load sorted mail into mail trucks

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Unload and move incoming mail	To be competent, the user/individual on the job must be able to: PC1. Check if it is the appropriate mail truck to be unloaded PC2. Understand which mail bags need to be unloaded first PC3. Unload mail bags onto inbound area. PC4. Check to ensure that the mail bags are in good condition. PC5. Keep aside damaged or suspicious goods from the mail bags and report to supervisor. PC6. Load the mail bags onto the MHE, if required PC7. Move mail bags into the sorting area. PC8. Unload mail bags from the MHE.
Load sorted mail into mail trucks	PC9. Identify mail bags with the common destination based on the code and collect them in the sorting area. PC10. Understand the destinations of each mail truck from the supervisor and determine which truck the mail should be loaded into. PC11. Understand which mails bags need to be loaded first PC12. Load the mail bags onto the MHE, if required PC13. Move mail bags into the loading area specified by supervisor. PC14. Unload mail bags from the MHE. PC15. Check the condition of goods in the mail bags. PC16. Identify any damaged or suspicious shipments from the mail bags and inform the supervisor regarding the same PC17. Have the supervisor/despatcher perform a sampling inspection if required. PC18. Confirm the destination of the mail truck with the despatcher and the driver. PC19. Load the sorted mail into the mail truck. PC20. Arrange the mail bags in the mail truck to maximize space.

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Knowledge and Understanding (K)		
A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of mail being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company. KA9. Knowledge of entire branch activities and persons in charge of each function	
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KB1. Knowledge of types of goods being handled KB2. Knowledge of loading/unloading and transport methods that can be used for different types of shipments/bags KB3. Knowledge of suitable posters to take while loading/unloading KB4. Ability to understand different kinds of goods and ways to keep them KB5. Knowledge of operating computers and using relevant software KB6. Ability to read labels and understand special handling requirements of mail. KB7. Types of workplace hazards that one can encounter on the job and safe operating practices. KB8. Arranging mail to maximize truck space.	
Skills (S)		
A. **Core Skills/ Generic Skills**	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports for management.	
	Reading Skills	
	The user/individual on the job needs to know and understand how to: SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents regarding details of outbound/inbound shipments	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers	

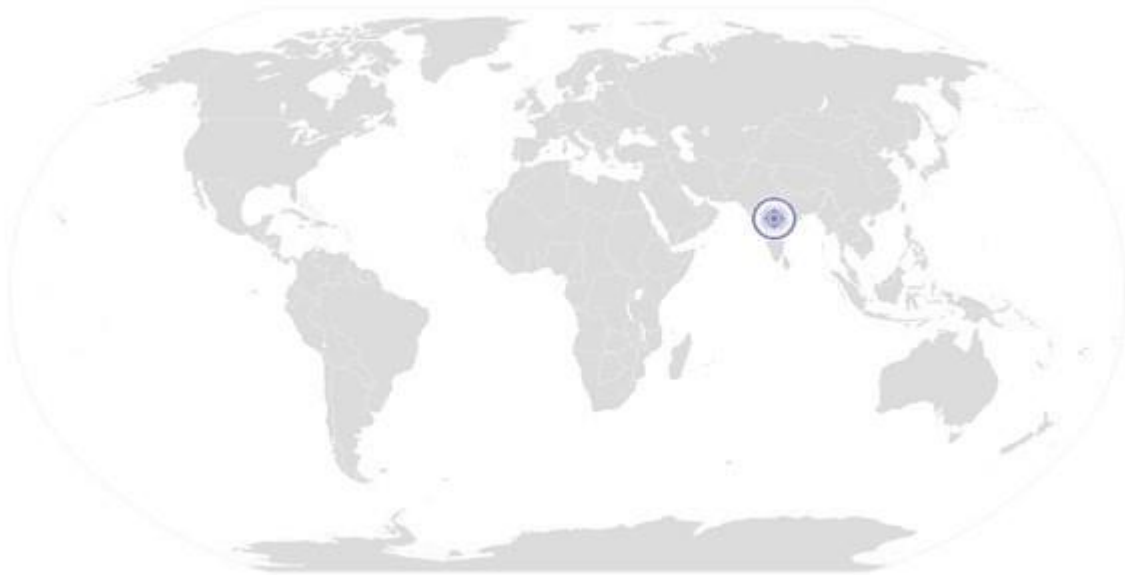| B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations.
	SB2. Ability to make a judgment as to whether an issue is crucial, and to be escalate it if necessary.
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB3. Flexibility to re-assess schedule in case of delays/additional shipments
	SB4. Prioritize and execute tasks within the scheduled time limits
	SB5. Maintain schedules and punctuality. Avoid absenteeism.
	SB6. Be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB7. Understand the importance of customer deadlines
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB8. Identify trends/common causes for errors and suggest possible solutions to the manager.
	SB9. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to:
	SB10. Suggest methods to streamline the handling process
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3008		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Logistics	**Drafted on**	10/04/2015
Industry Sub-sector	Courier and Mail Services	**Last reviewed on**	10/04/2015
Occupation	Hub and Branch Operations	**Next review date**	10/10/2016

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National Occupational Standard

Overview

This unit is about performing post handling activities

National Occupational Standard

Unit Code	LSC/N3009
Unit Title (Task)	Perform Post handling activities
Description	This unit is about performing post handling activities
Scope	This OS unit/task covers the following: • Carry out Housekeeping • Reporting to management

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Carry out Housekeeping	To be competent, the user/individual on the job must be able to: PC1. Move all the damaged shipments to the quarantine area. PC2. Perform a quick safety inspection of the sorting, inbound/outbound areas.
Reporting to management	PC3. Notify supervisor on the number of quarantined items and their destinations. PC4. Report on the condition of PPE and MHE. PC5. Provide feedback regarding damage if any, delays, mail which hadn't arrived, etc. PC6. Complete any forms as required by management.

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of mail being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company. KA9. Knowledge of entire branch activities and persons in charge of each function

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of types of goods being handled KB2. Knowledge of loading/unloading and transport methods that can be used for different types of shipments/bags KB3. Knowledge of suitable posters to take while loading/unloading KB4. Ability to understand different kinds of goods and ways to keep them KB5. Knowledge of operating computers and using relevant software KB6. Ability to read labels and understand special handling requirements of mail. KB7. Types of workplace hazards that one can encounter on the job and safe operating practices. KB8. Arranging mail to maximize truck space.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents regarding details of outbound/inbound shipments
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations. SB2. Ability to make a judgment as to whether an issue is crucial, and to be escalate it if necessary.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Flexibility to re-assess schedule in case of delays/additional shipments SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the importance of customer deadlines
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline the handling process
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

<u>NOS Version Control</u>

NOS Code	LSC/N3009		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Hub and Branch Operations	Next review date	10/10/2016

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National Occupational Standard

Overview

This unit is about maintaining health, safety and security standards while handling mail

Unit Code	LSC/N3044
Unit Title (Task)	Maintain health, safety and security standards while handling mail
Description	This unit is about performing post handling activities
Scope	This OS unit/task covers the following: • Maintain health, safety and security standards while handling mail

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain health, safety and security standards while handling mail	To be competent, the user/individual on the job must be able to: PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc. PC2. Follow organization procedures with respect to security, materials handling and accidents PC3. Recognize and report unsafe conditions or activities. PC4. Adhere to security regulations of the company. PC5. Ensure that the trucks are securely docked before loading or unloading. PC6. Do not overload trucks. PC7. Read sign on hazardous materials PC8. Use MHE when working with loads greater than a specified limit.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of mail being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company. KA9. Knowledge of entire branch activities and persons in charge of each function

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B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. Knowledge of types of goods being handled
	KB2. Knowledge of loading/unloading and transport methods that can be used for different types of shipments/bags
	KB3. Knowledge of suitable posters to take while loading/unloading
	KB4. Ability to understand different kinds of goods and ways to keep them
	KB5. Knowledge of operating computers and using relevant software
	KB6. Ability to read labels and understand special handling requirements of mail.
	KB7. Types of workplace hazards that one can encounter on the job and safe operating practices.
	KB8. Arranging mail to maximize truck space.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Prepare reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Good reading skills, ability to comprehend written instructions.
	SA3. Read and understand documents regarding details of outbound/inbound shipments
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. Communicate well with people of all levels.
	SA5. Share experiences and provide guidance to juniors and peers
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations.
	SB2. Ability to make a judgment as to whether an issue is crucial, and to be escalate it if necessary.

Plan and Organize
The user/individual on the job needs to know and understand how to:
SB3. Flexibility to re-assess schedule in case of delays/additional shipments
SB4. Prioritize and execute tasks within the scheduled time limits
SB5. Maintain schedules and punctuality. Avoid absenteeism.
SB6. Be a team player and achieve joint goals
Customer Centricity
The user/individual on the job needs to know and understand how to:
SB7. Understand the importance of customer deadlines
Problem Solving
The user/individual on the job needs to know and understand how to:
SB8. Identify trends/common causes for errors and suggest possible solutions to the manager.
SB9. Handle day to day problems like delays, staffing shortage, etc.
Analytical Skills
The user/individual on the job needs to know and understand how to:
SB10. Suggest methods to streamline the handling process
Critical Thinking Skills
The user/individual on the job needs to know and understand how to:
SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3044		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Hub and Branch Operations	Next review date	10/10/2016

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Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)
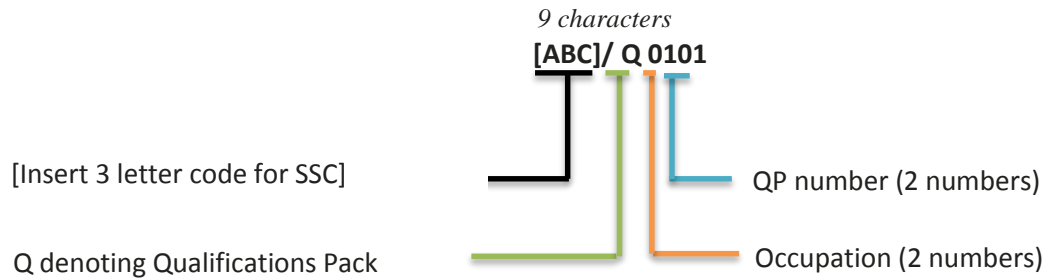
Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard
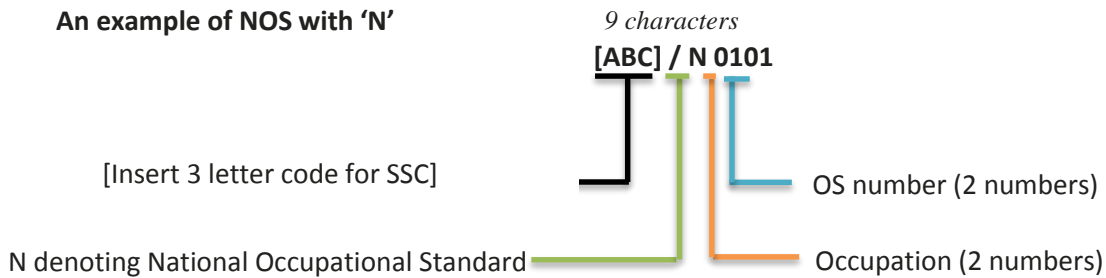
Occupation (2 numbers)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier and Mail Services	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Mail Handler

Qualification Pack: LSC/Q3025

Sector Skill Council: LSC

Guidelines for Assessment
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.   3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.   4. To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
1. LSC/N3007 (Prepare for mail handling)	PC1. Obtain count sheet of inbound mail bags from supervisor.		8	2	6
	PC2. Understand the daily schedule, number of mail trucks to be unloaded and unloading targets from the supervisor.		16	4	12
	PC3. Find out when the mail trucks are expected to come in.		8	2	6
	PC4. Determine which gate or dock the required mail truck to unload from is to be parked at.		8	2	6
	PC5. Assess Material Handling Equipment (MHE) needed for unloading, ,such as pallet truck/hand pallet	**100**	8	2	6
	PC6. Collect and wear all the necessary Personal Protective Equipment (PPE).		8	2	6
	PC7. Move any remaining inbound mail into the sorting area to make space for incoming shipment in the inbound area.		8	2	6
	PC8. Move aside any mail yet to be loaded to make space for incoming goods in the inbound area.		8	2	6
	PC9. Get any MHE required and keep it ready.		8	2	6
	PC10. Perform a basic safety inspection of areas and MHE.		12	3	9

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
	PC11. Ensure that the sorting and inbound areas are clean. Clean up any spills or breakages.		8	2	6
	Total		100	25	75
2.LSC/N3008 (Perform mail handling)	PC1. Check if it is the appropriate mail truck to be unloaded		4	1	3
	PC2. Unload mail bags onto inbound area.		4	1	3
	PC3. Unload mail bags onto inbound area.		8	2	6
	PC4. Check to ensure that the mail bags are in good condition.		4	1	3
	PC5. Keep aside damaged or suspicious goods from the mail bags and report to supervisor.		4	1	3
	PC6. Load the mail bags onto the MHE, if required		4	1	3
	PC7. Move mail bags into the sorting area.		4	1	3
	PC8. Unload mail bags from the MHE.		4	1	3
	PC9. Identify mail bags with the common destination based on the code and collect them in the sorting area.		12	3	9
	PC10. Understand the destinations of each mail truck from the supervisor and determine which truck the mail should be loaded into.	**100**	4	1	3
	PC11. Unload mail bags from the MHE.		4	1	3
	PC12. Load the mail bags onto the MHE, if required		4	1	3
	PC13. Move mail bags into the loading area specified by supervisor.		4	1	3
	PC14. Unload mail bags from the MHE.		8	2	6
	PC15. Check the condition of goods in the mail bags.		4	1	3
	PC16. Identify any damaged or suspicious shipments from the mail bags and inform the supervisor regarding the same		8	2	6
	PC17. Have the supervisor/despatcher perform a sampling inspection if required.		4	1	3
	PC18. Confirm the destination of the mail truck with the despatcher and the driver.		4	1	3
	PC19. Load the sorted mail into the mail truck.		4	1	3
	PC20. Arrange the mail bags in the mail truck to maximize space.		4	1	3
	Total		100	25	75
3. LSC/N3009 (Perform Post handling activities)	PC1. Move all the damaged shipments to the quarantine area.	**100**	15	3	12
	PC2. Perform a quick safety inspection of the sorting, inbound/outbound areas.		20	4	16
	PC3. Notify supervisor on the number of quarantined items and their destinations.		15	3	12

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Marks Allocation		
			Out of	Theory	Skills Practical
	PC4. Report on the condition of PPE and MHE.		15	3	12
	PC5. Provide feedback regarding damage if any, delays, mail which hadn't arrived, etc.		15	3	12
	PC6. Complete any forms as required by management.		20	4	16
	Total		100	20	80
4. LSC/N3044 (Maintain health, safety and security standards while handling mail)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		15	3	12
	PC2. Follow organization procedures with respect to security, materials handling and accidents		15	3	12
	PC3. Recognize and report unsafe conditions or activities.	**100**	15	3	12
	PC4. Adhere to security regulations of the company.		15	3	12
	PC5. Ensure that the trucks are securely docked before loading or unloading.		15	3	12
	PC6. Do not overload trucks.		5	1	4
	PC7. Read sign on hazardous materials		5	1	4
	PC8. Use MHE when working with loads greater than a specified limit.		15	3	12
	Total		100	20	80

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