



# Carrier Academies

**I**n many areas of the country, the Postal Service uses “Carrier Academies” to provide classroom training to newly hired letter carriers. The methods, materials, and instruction vary with each location, and the information used in the training is dated at best. Last year, the Postal Service asked President Young if the NALC would be interested in participating in a workshop to revise and update training for newly hired city letter carriers. President Young agreed to partner with the Postal Service to develop a new program, and we worked throughout the year with representatives from the Postal Service’s Delivery Operations, Labor Relations, and Training Development departments. With valuable input from several NALC classroom instructors from around the country, the new Standard Training Program for City Letter Carriers is now available to train newly hired letter carriers in these Carrier Academies.

Prior to attending a Carrier Academy, a newly hired city letter carrier first attends New Employee Orientation and then completes Driver Instructor Training. The carrier is then sent to the Carrier Academy for training jointly developed by the parties. The program consists of three days of classroom training in the Academy by an NALC classroom instructor, followed by three days of on-the-job training (OJT) in the station where the carrier will be assigned. This OJT is conducted by a letter carrier selected as the on-the-job instructor (OJI). The new program provides for management’s selection of letter carriers as classroom instructors and station on-the-job instructors from a list of candidates provided by and agreed upon by the NALC National Business Agent and the USPS District Manager or their designees.

The national parties have provided training for the new program to 36 classroom trainers around the country who are prepared to train the remaining selected classroom instructors around the country. As new carriers complete the classroom training and are assigned to stations, the on-the-job instructors in those stations will be briefed by the classroom instructors on the training materials used in the Academy. The Standard Training

Program for City Letter Carriers consists of three separate booklets. The *Facilitator Guide* is used by the classroom instructors for the training. The *Participant Guide* is used by the newly hired carriers in the classroom. The *On-the-Job Training Guide* is used by the OJI in the station.

**In a recent joint letter to the NALC National Business Agents and the USPS area vice presidents, the national parties provided copies of the three booklets, and advised that the 36 trainers were now available to train the parties’ jointly selected trainers for all academies nationwide. The letter also advises that each year the program will be jointly reviewed and updated as necessary.**

The classroom training materials follow a day-in-the-life of a city carrier format, and provide the new carrier with instructions in 21 chapters, or Carrier Paks. The Carrier Paks follow chronological order depicting a letter carrier’s day, starting with Recording Work Hours, and ending with Returning to the Office. The chapters in between provide information and instruction on vehicle inspections, classes of mail, the carrier route book, accountable mail, scanners, undeliverable-as-addressed mail, the throwback case, preparing to pull down, pulling down the mail, leaving the office, loading and traveling to the route, mail equipment and delivery styles, delivering the mail, postal products and services, outgoing mail, and handling non-deliverable and returned mail. Hopefully implementation of this new program will assist our newly hired brothers and sisters with the transition through their probationary period.

**We have received very positive feedback from letter carriers around the country on Chapter One of the NALC Route Protection Program. As I write this, we are completing Chapter Two, Route Examination and Adjustment for NALC Representatives, and Chapter 3, The Minor Route Adjustment Process, both of which are being mailed to every NALC branch in the country. Additionally, we will be sending each member a Route Protection Program Pocket Handbook for their use during route inspections and adjustments.** ☒