

Carrier Academy update



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City Letter Carriers and Carrier Academy. We have reviewed the training materials and tentatively made some significant improvements. While most of the program remains unchanged, I want to take a few moments to highlight the modifications to the training in 2019.

The five phases of training

The complete training program consists of five phases: orientation, driver training, shadow day, Carrier Academy and on-the-job training. The intention of the program is to provide new letter carriers with the skills and knowledge necessary to successfully perform their duties.

NALC and USPS have jointly reviewed and edited all Carrier Academy manuals. Once completed, the new manuals will be available for distribution by USPS district offices in the coming weeks. The changes originated from input received from academy facilitators. These changes include a new on-the-job instructor (OJI) webinar, more hands-on casing practice and a revised on-the-job training (OJT) checklist.

Based on feedback from facilitators, the Carrier Academy has been restructured to improve the organization and flow of the modules. I appreciate the suggestions and feedback I have received from our facilitators. Each module was reviewed and updated, and time allowances were adjusted to ensure adequate time was allotted for each section.

NALC is constantly working with the Postal Service to explore ways to best use Mobile Delivery Device (MDD) technology to provide carriers with as much information and functionality as possible. Carrier Academy materials relating to the MDD have been updated with the latest features and technology.

Before administering on-the-job training, OJIs are to be

One of the most important factors in determining whether or not a newly hired letter carrier succeeds is the quality of training he or she receives. While education is the first step to success in an endeavor, it is especially important for letter carriers. Unlike many jobs, there is nowhere else to get experience carrying mail, because no one else does what we do. Because our jobs constantly change, education continues throughout our careers. But it all begins with the initial training new letter carriers receive.

Over the past year, my staff and I have worked with the Postal Service on updating and improving the Standard Training Program for

given adequate time to ensure all materials are current and available, and to become familiar with the *Standard Training for City Letter Carriers Participant Guide*. The updated program provides OJIs with a total of four hours of instruction on the materials—two hours of web-based training and two hours to read the course material. The addition of the two-hour webinar was intended to provide a more interactive way for OJIs to learn about course materials. Previously, OJIs were allowed four hours of solitary reading to review these materials.

The updated Carrier Academy includes more opportunities for new hires to practice in-office activities. Each day, new carriers will review specific daily tasks performed locally, such as clocking in, scanner set-up and vehicle inspection. The enhanced programs also offer expanded casing/pull-down exercises to provide more hands-on practice.

New vehicle fire safety information also will be part of the training. A stand-up talk and new material related to vehicle fire prevention have been added to the curriculum. These will illustrate the conditions to be aware of as well as procedures to protect letter carriers from harm.

Some other changes include updated branding information on USPS products and services and increased emphasis on the importance of customer service. This section includes information on parcel delivery, extra services mail and the updated PS Form 3849, We ReDeliver for You. As part of the revised program, new hires are reminded to “Say No to the Throw” and to deliver packages with courtesy and professionalism.

The eyes and ears on the workroom floor

The new materials should be available and distributed to the field in the coming months. Carrier Academy facilitators, OJIs, fellow city letter carriers and NALC representatives such as shop stewards are the eyes and ears on the workroom floor needed to observe deviations from the training program. There should be a local effort to converse with new hires to ensure that they are provided appropriate training and shadow day guidance. OJIs should ensure that all new letter carriers have successfully completed everything on the revised OJT checklist. If there are any issues with proper completion of the program, they should be reported to the branch president, who in turn can report them to the national business agent. NALC is committed to providing the best possible training opportunities for new letter carriers.

My staff spent numerous hours reviewing and editing the Carrier Academy materials. I would like to thank staff members Tim McKay, Patty Joseph, Doug Lape and Michelle McQuality for all their hard work and dedication on this project.