



UNITED STATES POSTAL SERVICE  
475 L'Enfant Plaza, SW  
Washington, DC 20260

April 1, 1985

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| ARTICLE | 37                       |
| SECTION | 3E7                      |
| SUBJECT | WINDOW TRAINING<br>HOURS |

*POLICY STATEMENT*

Mr. Kenneth Wilson  
Assistant Director, Clerk Craft  
American Postal Workers  
Union, AFL-CIO  
817 - 14th Street, N.W.  
Washington, D.C. 20005-3399

Dear Mr. Wilson:

This letter is in reference to ongoing correspondence concerning supplemental training for window clerks who change training categories pursuant to Management Instruction EL-730-80-11.

It has come to my attention that the letter of January 18 to Mr. John Morgen has been subject to some misinterpretation. The intent of that letter was to address the specific question in Mr. Morgen's letter of November 5, 1984. The question asked was how many hours of training will a clerk in a Category III post office receive if he or she is selected for an assignment in a Category I or Category II post office. The Management Instruction (MI) for Window Service Training Program (EL-730-80-11) was silent on that point.

MI EL-730-80-11's Attachment 1 lists the training modules given to new window clerks in Category I, II, and III post offices. From that list, and Section VI-A of the MI, it is clear that all new window clerks receive 16 hours of identical training which is basic to all window positions.

Accordingly, when a Category III clerk is assigned to a Category II or I post office, the clerk has already received some of the routine training for the position. There is no need to require the clerk to repeat this training. His or her authorized training hours are adjusted to reflect this fact. For example, a Category III clerk assigned to a Category II or I office will receive additional on-the-job training and training modules--but only that which does not duplicate training previously received.

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When a Category III clerk's initial training hours are added to the training hours provided after his or her assignment to a Category II or I office, then the total training hours given the clerk will be up to 80 or 120 hours, respectively.

If there are any questions on this matter, please contact Ms. Andrea Wilson at 245-4729.

Sincerely,



William J. Downes

Director.

Office of Programs & Policies  
Labor Relations Department