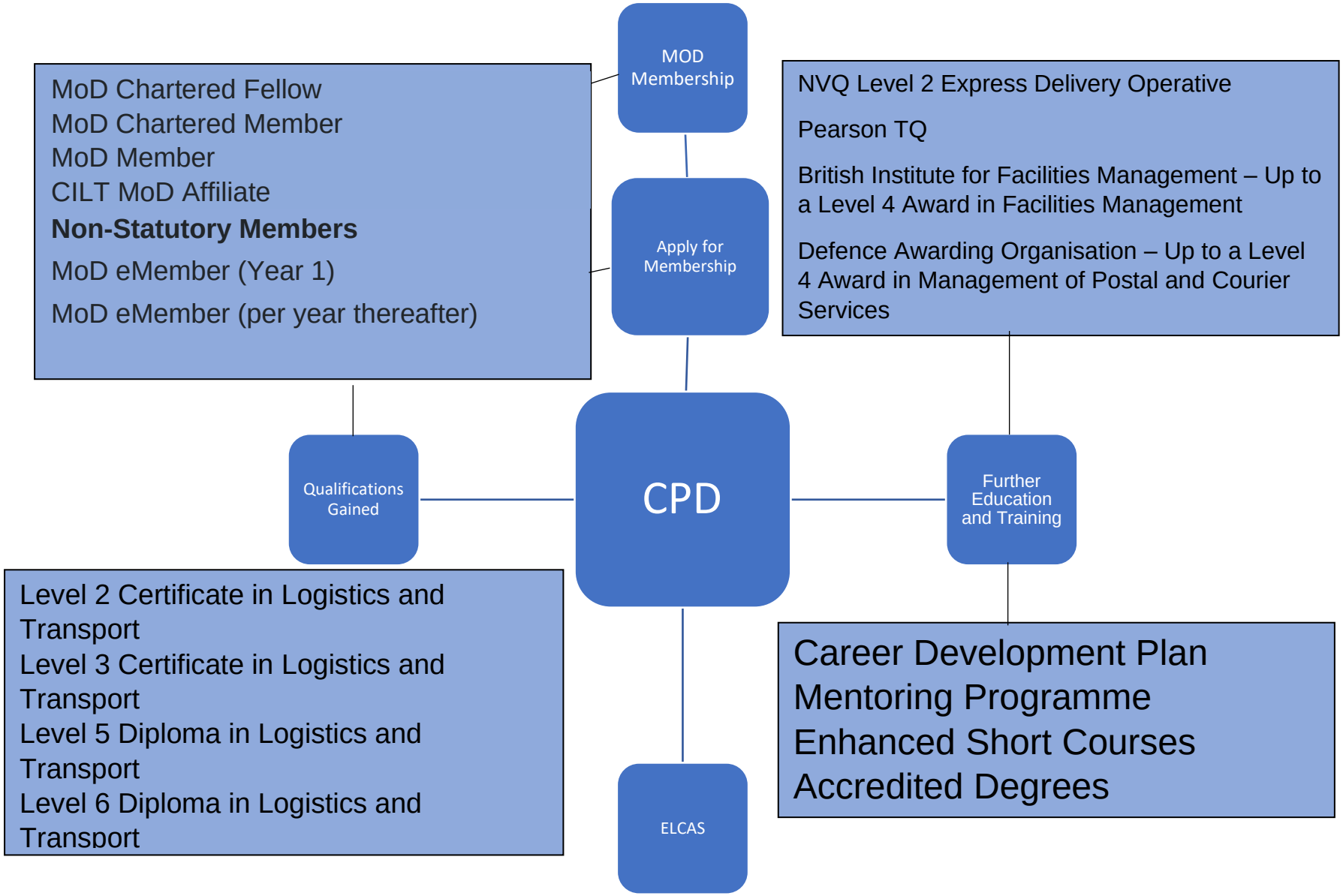CONTINUOUS PROFESSIONAL DEVELOPMENT FOR POSTAL AND COURIER OPERATORS