

Level 2 Award/Certificate/Diploma in Mail Services (6814-02)



Qualification handbook

Diploma - 500/8070/2

Certificate - 500/8069/6

Award – 500/8068/4

www.cityandguilds.com
September 2010
Version 1.0



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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

centresupport@cityandguilds.com

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1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification:

Qualification title and level	Level 2 Award/Certificate/Diploma in Mail Service Skills
City & Guilds qualification number	6814-02
Qualification accreditation number	Diploma – 500/8070/2 Certificate – 500/8069/6 Award – 500/8068/4
Last registration date	31/12/2014
Last certification date	31/12/2016

The Level 2 Award/Certificate/Diploma in Mail Services (6814-02) aims to:

- meet the needs of learners who work or want to work in a mail services environment
- form part of an apprenticeship package for mail service providers
- replace the City & Guilds Level 2 NVQ in Mail services which expires on 31/12/2010
- provide valuable accreditation of skills and/or knowledge for learners

1.1 Qualification structure

The following information includes the unit titles, the credit value of each unit and the title of the qualification, which will be awarded to learners that successfully complete the required combination of units and/or credits.

To achieve the following qualifications learners must achieve the following credits from the mandatory and optional units available.

Level 2 Award in Mail Services (6814-02)

GLH 48-51

To attain the qualification learners would have to gain a minimum of 9 credits, comprising of:

- mandatory unit 201 (5 credits)
- a minimum of 4 credits from the optional units

Level 2 Certificate in Mail Services (6814-02)

GLH 124-134

To attain the qualification learners would have to gain a minimum of 26 credits, comprising of:

- mandatory unit 201 and 202 (10 credits)
- a minimum of 16 credits from the optional units

Level 2 Diploma in Mail Services (6814-02)

GLH 178/189

To attain the qualification learners would have to gain a minimum of 37 credits, comprising of:

- mandatory unit 201 and 202 (10 credits)
- a minimum of 27 credits from the optional units

Level 2 Award/Certificate/Diploma in Mail Services (QCF)

MANDATORY UNITS		Unit Accreditation Number	Credit Value	GLH
201 (MS1)	Contribute to health, safety and security in mail services	J/600/6704	5	28
*202 (MS2)	Contribute to working relationships in mail services	R/600/6706	5	21
OPTIONAL UNITS				
203 (MS3)	Handle mail	K/600/6761	5	28
204 (MS4)	Contribute to the maintenance of equipment used in mail services	M/600/6762	4	23
205 (MS5)	Plan routes to mail destinations	T/600/6763	6	28
206 (MS6)	Transport mail	A/600/6764	6	27
207 (MS7)	Collect mail	F/600/6765	5	27
208 (MS8)	Process mail instructions	J/600/6766	4	20
209 (MS9)	Separate mail for processing	Y/600/6769	5	27
210 (MS10)	Process mail through automated systems	L/600/6770	6	30
211 (MS11)	Sort mail	D/600/6773	5	26
212 (MS12)	Deliver mail	H/600/6774	6	28

*Unit 202 is a mandatory unit in the Certificate and Diploma in Mail Services and an optional unit in the Award in Mail Services

1.2 Opportunities for progression

On completion of the Level 2 Certificate in Award/Certificate/Diploma in Mail Services learners may progress onto other City & Guilds qualifications:

- Level 3 NVQ in Logistics Operations Management (this qualification will be replaced with a QCF version by 1 January 2011)
- Level 3 NVQ in Logistics Operations Management (this qualification will be replaced with a QCF version by 1 January 2011)
- Level 2 ILM Award and Certificate in Team Leading
- Level 2 ILM NVQ Certificate in Team Leading
- Level 3 Award in Effective Management
- Level 3 NVQ Certificate in Management

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification, and any resources that Centres will need in place, including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification below may apply for fast track approval of the Level 2 Award/Certificate/Diploma in Mail Service Skills QCF qualification (6814 -02):

- Level 2 NVQ in Mail Services (1004)

Centres can use the fast track approval route providing:

- there have been no changes to the way the qualifications are delivered
- they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. Centres are responsible for checking that fast track approval is still current at the time of application.

The **Fast Track Approval Form** is available to download from the City & Guilds website.

2.1 Resource requirements

2.1.1 Assessors

- Assessors must be occupationally and technically competent in the area which they are assessing, at or above the level of the unit being assessed.
- Assessors must hold or be working towards a suitable assessor qualification - hold a D32 and/or D33, or an A1 and/or A2, qualification, or be working towards an A1 and/or A2.
- Trainee Assessors must have a plan, which is overseen by the relevant centre, to achieve the relevant assessor qualification within an agreed timescale.
- Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken.
- All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Assessor.
- Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (NOS) (approved January 2010). The NOS can be found at www.ukstandards.org.uk

2.1.2 Internal Verifiers

Units must be verified by an Internal Verifier who is accountable to the centre.

Internal Verifiers must:

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee Internal Verifiers must have:

- a plan that is overseen by the recognised centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale

All verification decisions made by those working towards a relevant IV qualification must be verified by a qualified Internal Verifier.

2.1.3 External Verifiers

The qualification must be verified externally by an External Verifier who is accountable to the assessment centre.

External Verifiers must:

- hold or be working towards a suitable External Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee External Verifiers must have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale

2.1.4 Employer Direct Model

The Employer Direct Model permits employers to use staff members who do not hold assessor and verifier qualifications, to carry out assessment and verification. To use this Model, the employer **must** demonstrate that their in-house training, development and assessment processes map 100% against the National Occupational Standards, on which the Assessor and Verifier qualifications are based.

The mapping process **must** be agreed by City & Guilds as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis and will be subject to agreement with City & Guilds and the Sector Skills Council, Skills for Logistics. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with City & Guilds.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

2.2.1 Age restrictions

Depending upon the equipment used for this qualification, age restrictions may apply.

2.2.2 Other legal considerations

The following legal considerations apply to this qualification.

- Some machinery must only be operated by those who have the appropriate licence.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated, which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will be working towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

4 Assessment

4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

4.2 Health and safety

Health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

4.3 Evidence requirements

A holistic approach towards the collection of evidence is recommended. Assessing activities generated by the whole work experience, rather than focusing on specific tasks. The evidence should then be referenced across to all of the units it fits into.

Simulation / Realistic working environment

Should be used as a last resort where allowed.

- The main source of evidence must be by observation, in the candidate's workplace. Comparable working environments may only be used where it is not possible to assess across the range of standards at the candidate's workplace, and only with **agreement from the External Verifier**.
- Circumstances in which simulation may take place are where the:
 - candidate is required to complete a work particular activity that does not occur on a regular basis and therefore opportunities to complete the activity do not easily arise
 - candidate is required to respond to a situation that rarely occurs, such as responding to an emergency situation
 - the safety of the candidate and/or resources would be put at risk
- When simulation is used, those who assess must be confident that the simulation replicates the workplace to such an extent that the candidate will be able to fully transfer their occupational competence to the workplace and real situations

4.4 Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

4.5 Recording forms

City & Guilds has developed a candidate logbook, for centres to use, which can be downloaded from the City & Guilds website. Hard copies can be ordered from Publications.

Although it is expected that new centres will use this logbook, centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

5 Units

Availability of units

The units for this qualification are as follows.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- learning outcomes which are comprised of a number of assessment criteria
- endorsement by a sector or other appropriate body
- evidence requirements

The unit accreditation numbers can be found in Section 1.1 of this document.

Level: 2

Credit value: 5

Unit aims

The learner will need to contribute to safety and security within mail services. They will need to follow health and safety guidelines, and ensure that safety is paramount. The learner will need to identify a range of safety and security risks, and it is important that they respond to these quickly. In the event of emergencies, the learner is expected to ensure that medical assistance is summoned, and that the emergency services are called where necessary

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand health, safety and security requirements in mail services.
2. Be able to adopt safe working practices

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics, the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have followed health, safety and security guidelines in the workplace.
2. Simulation may be used for this unit. The assessor will agree a simulated activity with the learner to produce evidence for this unit if necessary.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Health and safety is implicit in all other units, and the evidence from this unit may contribute to them. However, simulated evidence may not be used for any other units.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of following health safety and security guidelines should be demonstrated over a minimum three-month period.
6. Witness testimonies may be used to cover performance indicators Outcomes 2.1, 2.3, 2.5 and 2.7.
7. Supplementary evidence for this unit could include company records of risk assessments, health and safety records, accident books and security records.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of their responsibilities for safety and security and how it applies to them in the workplace.

Unit 201 Contribute to health, safety and security in mail services (MS1)

Learning outcomes and assessment criteria

Outcome 1 Understand health, safety and security requirements in mail services

The learner can:

1. describe organisational policies and procedures that relate to health, safety and security in mail services
2. describe the safety and security risks in relation to mail services
3. identify the approved precautions that are in place to minimise safety and security risks
4. describe appropriate personal protective equipment
5. describe actions that can be taken to prevent harm to individuals
6. describe actions that can be taken in response to accidents and emergencies.

Outcome 2 Be able to adopt safe working practices

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. prioritise health and safety requirements over any other relevant organisational requirements
3. report any safety and security risks to the appropriate person using organisational procedures
4. use the correct personal protective equipment according to organisational requirements
5. inform visitors, to work areas, clearly and politely of safety and security procedures
6. prevent unauthorised access to hazardous areas
7. record any safety and security incidents using appropriate information systems.

Scope

This covers:

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Personal protective equipment

Appropriate clothing, boots, eye protectors, fluorescent jackets, gloves, hard-hats, wrist guards.

Safety and security risks

Abuse, accidents, equipment misuse or malfunction, fire, fraud, injury, terrorism, theft, toxicity, vandalism, violence.

Vulnerable

Colleagues, equipment, facilities, mail, property, public, vehicles.

Level: 2

Credit value: 5

Unit aims

The learner will be working with other people, whether they are colleagues or customers. It is important that the learner responds to requests and provides information to assist these people. The learner will need to develop and maintain good working relationships. The learner should not do things for which you are not trained. The learner should report any problems in working relationships to the appropriate people

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to work effectively with others
2. Be able to work effectively with others.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence requirements:

1. The learner must practically demonstrate in everyday work that they can maintain good working relationships with colleagues or customers.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner, to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to all units within the Level 2 Award/Certificate/Diploma in Mail Services.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of working with colleagues or customers should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.2, 2.3, 2.5, and 2.7.
7. Supplementary evidence for this unit could include customer service records and minutes of staff meetings.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of the importance of developing good working relationships with colleagues or customers.

Unit 202

Contribute to working relationships in mail services (MS2)

Learning outcomes and assessment criteria

Outcome 1 Understand how to work effectively with others

The learner can:

1. describe organisational policies and procedures that relate to health, safety and security when working with others
2. describe the relevant organisational procedures for the activities to be undertaken
3. identify policies and legislation relating to diversity in the workplace
4. identify assistance that can be provided for people
5. identify the most common types of information required by people
6. identify factors that affect working relationships
7. describe organisational policies for maintaining standards within the organisation
8. identify training and development provided by the organisation to improve own performance
9. describe methods for dealing with problems encountered in the workplace.

Outcome 2 Be able to work effectively with others

The learner can:

1. follow organisational policies and procedures that relate to health, safety and security in mail services
2. follow all organisational policies and legislation in relation to diversity of rights and beliefs
3. provide assistance within agreed roles and responsibilities
4. provide correct information to people in a suitable way
5. treat people and their property in a way that maintains good working relationships
6. maintain standards according to organisational policies
7. respond appropriately to problems with working relationships
8. communicate problems as they occur and follow reporting procedures so that the problem can be solved.

Scope

This covers:

Diversity

Age, disability, equal opportunities, ethnic origin, religion, sex and gender, sexual orientation.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information in a suitable way

Electronic, manual, meetings.

Problems

Bullying, complaints and grievances, diversity issues, harassment, relationship conflicts, violence.

Level: 2

Credit value: 5

Unit aims

The learner will need to handle mail at work, undertaking naturally occurring tasks, which may be collection, processing or delivery. The learner will need to make sure that they protect themselves, other people, and the mail, and try to maintain the condition of the mail throughout the various processes. The learner will also need to ensure that they can deal with any problems that might occur while handling the mail

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to handle mail
2. Be able to handle mail.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for handling mail.
2. Simulation may not be used in this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 206, 207, 208, 209 and 210.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of handling mail should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.6, 2.8 and 2.9.
7. Supplementary evidence for this unit could include records of handling problems, health and safety reports and any associated mail handling documentation.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of handling mail in the workplace.

Unit 203 Handle mail (MS3)

Learning outcomes and assessment criteria

Outcome 1 Understand how to handle mail

The learner can:

1. describe the health safety and security risks and any hazardous conditions in relation to handling the mail
2. describe the relevant organisational procedures for the activities to be undertaken
3. identify the relevant legislation, data protection and confidentiality policies relating to the handling of mail
4. identify different types of mail that can be handled
5. explain the importance of maintaining the packaging and condition of the mail
6. identify different types of container that should be used with specific types of mail
7. describe any equipment that can be used to handle the mail.

Outcome 2 Be able to handle mail

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. check that any equipment to be used has been prepared correctly in accordance with organisational procedures
3. locate position and use the appropriate containers in accordance with organisational procedures
4. use the correct handling methods to lift, and transfer different types of mail
5. use the correct handling equipment to lift and transfer the mail
6. ensure that the fill levels for different containers are not exceeded
7. follow organisational procedures to ensure that the mail is handled in such a way as to prevent damage
8. follow quality standards and specific instructions relating to the safe and secure storage of the mail.
9. follow procedures and take appropriate action for any suspicious or hazardous mail items
10. communicate problems as they occur and follow organisational procedures so that the problem, including handling damaged items, can be solved
11. use information systems to record the handling of mail.

Scope

This covers:

Containers

Bags, boxes, racks, trays, wheeled containers.

Handling problems

Damaged packaging, missing information, spillages and leaks, unsafe packaging.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Locations

External, internal, mobile.

Types of mail

Bulk items, letters, packets, parcels, special items.

Level: 2**Credit value: 4****Unit aims**

The learner will need to contribute to the maintenance of the equipment that they use. The learner is not expected to actually maintain the equipment, but should be able to ensure that the equipment is suitable for use and that it has been maintained. The learner should know enough about how the equipment operates to identify when faults are developing, and be able to report these to the appropriate people for rectification.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to contribute to the maintenance of equipment
2. Be able to contribute to the maintenance of equipment.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for checking that equipment is safe to use and identifying and recording any faults.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 206, 207, 208, 209 210, 211, and 212.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of checking equipment should be demonstrated over a minimum three month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.4, 2.6 and 2.10.
7. Supplementary evidence for this unit could include fault logs, health and safety reports and any associated maintenance documentation.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of fault identification and reporting in the workplace.

Unit 204

Contribute to the maintenance of equipment used in mail services (MS4)

Learning outcomes and assessment criteria

Outcome 1 Understand how to contribute to the maintenance of equipment

The learner can:

1. describe the health and safety risks in relation to the operation of the equipment
2. describe the relevant organisational procedures for the activities to be undertaken
3. identify the checks required for the equipment
4. identify common types of defects in relation to the equipment that is to be used.

Outcome 2 Be able to contribute to the maintenance of equipment

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. undertake the routine checks that must be carried out before and after using the equipment
3. check that the equipment has been maintained and approved for operation before use
4. ensure that the regulations relating to the equipment are met
5. adjust the equipment in accordance with safety and work requirements
6. identify common types of defects in relation to the equipment that is to be used
7. monitor the equipment during use, and report and/or record any defects and damage to the equipment immediately, according to instructions, operational and organisational procedures and practices
8. show how to complete post-operational checks for the equipment in accordance with instructions, operational and organisational procedures and practices
9. communicate problems as they occur and follow reporting procedures so that the problem can be solved
10. use information systems to record any faults with the equipment.

Scope

This covers:

Equipment

Communication systems, containers, information systems, mail processing machines, vehicles.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Level: 2

Credit value: 6

Unit aims

The learner will need to plan routes for collecting and delivering mail to different destinations, which can be inside or outside buildings. They need to take account of any factors that can affect the distribution of the mail. The learner should plan a route to make the best use of the resources that are available. The route should also be logical, so that it can be followed correctly by themselves and others.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to plan routes to mail destinations
2. Be able to plan routes to mail destinations.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for planning routes to collect and deliver mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 207, 209, 211 and 212.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of planning routes should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.4 and 2.6.
7. Supplementary evidence for this unit could include route plans, health and safety reports and any associated records of special deliveries.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of logical route planning.

Unit 205 Plan routes to mail destinations (MS5)

Learning outcomes and assessment criteria

Outcome 1 Understand how to plan routes to mail destinations.

The learner can:

1. describe the health and safety risks in relation to the delivery routes
2. describe the relevant organisational procedures for the activities to be undertaken
3. describe methods to plan routes for maximum efficiency.

Outcome 2 Be able to plan routes to mail destinations.

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. obtain details on the destinations being delivered to
3. obtain details on the types of mail being distributed
4. obtain details on items that require special treatment
5. plan the route for maximum efficiency
6. communicate problems as they occur and follow reporting procedures so that the problem can be solved
7. use information systems to record plans of the routes.

Scope

You must cover:

Destinations

Collection, delivery, processing.

Distribution problems

Dangerous animals, inaccessible addresses, non-existent addresses, physical or verbal abuse, unavailable recipients, **Health and safety requirements**, identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Resources

Equipment, people, vehicles.

Types of mail

Bulk items, letters, packets, parcels, special items.

Level: 2

Credit value: 6

Unit aims

The learner will need to transport mail to different destinations, during collection, delivery or processing. This unit does not cover the actual driving or operation of the vehicle itself, but covers those activities related to the handling and protection of the mail while on route to the different destinations. The learner will have to transport the mail to the correct destinations in the appropriate vehicles. The learner must protect the mail by using suitable precautions.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to transport the mail
2. Be able to transport the mail.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for transporting mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 205, 207, 208, 209 and 212.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of transporting mail should be demonstrated over a minimum three-month period.
6. Witness testimonies may be used to cover Outcome 2.10.
7. Supplementary evidence for this unit could include mail tracking records, health and safety reports, and organisational records for stolen, damaged or lost mail.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of transporting mail.

Unit 206 Transport mail (MS6)

Learning outcomes and assessment criteria

Outcome 1 Understand how to transport the mail

The learner can:

1. describe the health and safety risks in relation to the transportation of the mail
2. describe the relevant organisational procedures for the activities to be undertaken
3. identify regulations relating to the operation of relevant vehicles and for the transportation of mail
4. describe loading and unloading procedures
5. identify vehicle restrictions on weight and size of loads
6. describe information on load restraint and methods.

Outcome 2 Be able to transport the mail

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. obtain details on the destinations and geography of areas covered
3. obtain details on the types of mail being distributed
4. obtain details on items that require special treatment
5. ensure that the mail has been loaded correctly and safely in accordance with organisational requirements
6. obtain the correct authorisation for the transportation of mail
7. use the appropriate vehicle, equipment and containers to transport the mail
8. deliver the mail to the correct destination
9. ensure that all reasonable precautions have been taken to protect the mail during transportation
10. communicate problems as they occur and follow reporting procedures so that the problem can be solved
11. use information systems to record the transportation of mail.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers.

Destinations

Collection, delivery, processing.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Transport problems

Faulty vehicles, inaccessible destinations, shortage of containers, traffic conditions, weather conditions.

Types of mail

Bulk items, letters, packets, parcels, special items.

Level: 2

Credit value: 5

Unit aims

The learner will need to be able to collect the mail from different collection points. They will need to confirm collection schedules, collect the mail, and secure it in containers. The learner will need to identify any problems with mail items, and take the appropriate action

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to collect mail
2. Be able to collect mail.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for collecting mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 206, 208, 209 and 211.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of collecting mail should be demonstrated over a minimum three-month period.
6. Witness testimonies may be used to cover Outcome 2.5.
7. Supplementary evidence for this unit could include collection schedules and mail tracking records.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of collecting mail.

Unit 207 Collect mail (MS7)

Learning outcomes and assessment criteria

Outcome 1 Understand how to collect mail

The learner can:

1. describe the health and safety risks in relation to the collection of mail
2. describe methods to deal with suspicious or hazardous mail items
3. describe the relevant organisational procedures for the activities to be undertaken
4. identify types of mail that need to be collected
5. identify collection points for the mail
6. describe types of equipment and processes at collection points
7. identify containers to be used for different types of mail
8. describe collection services that are available.

Outcome 2 Be able to collect mail.

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. confirm details of collection schedules and types of mail being collected
3. operate equipment and follow processes at the collection points correctly
4. collect the mail from the collection points according to the agreed schedule
5. communicate problems as they occur and follow reporting procedures so that the problem can be solved
6. use information systems to record the collection of mail.

Scope

This covers:

Containers

Bags, boxes, racks, trays, wheeled containers.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Types of mail

Bulk items, letters, packets, parcels, special items.

Level: 2

Credit value: 4

Unit aims

The learner will need to be able to read and understand the mail instructions that are written on mail items. This occurs at a number of stages during mail services, not just the sorting stage. It is important that the learner reads and understands the information on the mail so that it can be processed correctly. The learner must do this within the scope of the organisation's guidelines, which can include legal requirements.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to process mail instructions
2. Be able to process mail instructions.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for processing mail instructions.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 205, 206, 207, 209, 211 and 212.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of processing mail instructions should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.3, 2.4, 2.5 and 2.7.
7. Supplementary evidence for this unit could include records of mail processing documentation.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of processing mail instructions in the workplace.

Unit 208 Process mail instructions (MS8)

Learning outcomes and assessment criteria

Outcome 1 Understand how to process mail instructions

The learner can:

1. describe the health and safety risks in relation to processing the mail
2. describe the relevant organisational procedures for the activities to be undertaken
3. describe the process for different types of mail
4. describe methods and constraints for revealing mail instructions
5. identify types of inconsistencies with different types of mail
6. identify the priority to give to different types of mail
7. describe organisational guidelines relating to the opening of mail
8. identify information on destinations contained in the mail instructions.

Outcome 2 Be able to process mail instructions

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. confirm the instructions for the mail to be processed
3. reveal mail instructions when these are obscured or unclear
4. identify inconsistencies in the mail instructions, and determine which should be given priority
5. process mail with incomplete information
6. allocate mail to the correct containers for further processing
7. ensure that any documentation accompanying the mail is correctly completed
8. communicate problems as they occur and follow reporting procedures so that the problem can be solved
9. use information systems to record the processing of mail instructions.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers.

Destinations

Collection, delivery, processing.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Mail instructions

Collection point, destination, recipient, special requirements.

Types of mail

Bulk items, letters, packets, parcels, special items.

Level: 2

Credit value: 5

Unit aims

The learner will need to be able to separate/segregate mail into different types, so that it is ready for sorting or distribution. They will need to recognise the type of mail being separated /segregated, and then allocate it to the different containers. The learner will also identify any problems with the mail, and take appropriate action

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to separate mail for processing
2. Be able to separate mail for processing.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for separating mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 205, 208 and 211.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of separating mail should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.3, 2.4, 2.5 and 2.6.
7. Supplementary evidence for this unit could include records of mail processing documentation.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of separating mail ready for sorting or distribution in the workplace.

Unit 209 Separate mail for processing (MS9)

Learning outcomes and assessment criteria

Outcome 1 Understand how to separate mail for processing

The learner can:

1. describe the health and safety risks in relation to the separation of the mail
2. describe methods to deal with suspicious or dangerous mail items
3. describe the relevant organisational procedures for the activities to be undertaken
4. identify types of mail that need to be separated
5. describe processes for separating different types of mail
6. describe mail flows in the organisation
7. describe methods of monitoring mail flows
8. identify containers to be used for different types of mail.

Outcome 2 Be able to separate mail for processing

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. confirm the types of mail to be separated
3. separate mail requiring special handling or distribution requirements
4. monitor the flow of mail
5. respond appropriately to any mail processing problems
6. respond appropriately to any mail that appears to present a safety or security risk
7. place separated mail in the appropriate containers ready for processing
8. communicate problems as they occur and follow reporting procedures so that the problem can be solved
9. use information systems to record the separation of mail for processing.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Types of mail

Bulk items, letters, packets, parcels, special items.

Unit 210

Process mail through automated systems (MS10)

Level: 2

Credit value: 6

Unit aims

The learner will need to process mail through automated systems, which are used at different points in the overall mail sorting and distribution process. This involves checking and setting up the equipment for the processing that is required, loading the mail into the equipment, monitoring the operation of the equipment, and finally unloading the mail once it has been processed. The learner will need to identify any problems with the mail equipment and take the appropriate action

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to process mail through automated services
2. Be able to process mail through automated systems.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for processing mail using automated systems.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202 and 203.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of processing mail using automated systems, should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.3, 2.4, 2.7 and 2.8.
7. Supplementary evidence for this unit could include records of mail processing documentation, fault logs and associated maintenance documentation.
8. The assessor will ask the learner questions to prove they have a thorough knowledge and understanding of checking and setting automated equipment to process mail in the workplace.

Unit 210 Process mail through automated systems (MS10)

Learning outcomes and assessment criteria

Outcome 1 Understand how to process mail through automated systems

The learner can:

1. describe the health and safety risks in relation to processing mail through automated systems
2. describe handling risks involved in processing different types of mail
3. describe the relevant organisational procedures for the activities to be undertaken
4. describe automated systems used for different processing tasks
5. describe methods of preparing the mail for different types of equipment and processing
6. describe methods of loading and feeding mail into different automated systems
7. identify capabilities of different types of equipment
8. describe monitoring procedures and systems
9. identify machine performance measurements
10. describe methods of unloading different types of equipment
11. identify containers that should be used for different types of mail
12. identify destinations of processed mail.

Outcome 2 Be able to process mail through automated systems

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. check that the automated systems are ready and safe for the different types of mail being processed
3. handle the mail safely to minimise the risk of injury to people or damage to the mail
4. prepare the mail for processing according to the requirements of the equipment
5. load the mail correctly into the automated systems
6. feed the mail through the automated systems at an appropriate rate for the capabilities of the equipment
7. monitor the accuracy and speed of the automated systems at suitable intervals
8. respond appropriately to any equipment problems
9. unload mail from the automated systems into the appropriate bundles and containers
10. communicate problems as they occur and follow reporting procedures so that the problem can be solved
11. use information systems to record the processing of mail through automated systems.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers.

Equipment problems

Damage to equipment, delays in completing tasks, equipment faults, jams, maintenance requirements, processing errors.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Information systems

Electronic, manual, meetings.

Types of mail

Bulk items, letters, packets, parcels, special items.

Unit 211 Sort mail (MS11)

Level: 2

Credit value: 5

Unit aims

The learner will need to sort mail ready for further distribution or processing for delivery. This involves recognising the type of mail being sorted, reading the information on the mail, and then allocating the mail to the correct bundles or containers. The learner will also need to identify any problems with mail items and take the appropriate action

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to sort mail manually
2. Be able to sort mail manually.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for sorting mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, and 208.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of sorting mail should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.4, 2.6, 2.7 and 2.9.
7. Supplementary evidence for this unit could include records of mail processing documentation, fault logs and associated maintenance documentation.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of accurately sorting mail in line with the workplace guidelines.

Unit 211 Sort mail (MS11)

Learning outcomes and assessment criteria

Outcome 1 Understand how to sort mail manually

The learner can:

1. describe the health and safety risks in relation to sorting mail manually
2. describe methods to deal with suspicious or hazardous mail items
3. describe the relevant organisational procedures for the activities to be undertaken
4. identify types of mail that need to be sorted
5. describe methods for removing mail from different types of container
6. identify the information displayed on the mail
7. identify the priority to give to different types of information
8. describe actions to be taken if information cannot be read
9. identify organisational requirements for speed and accuracy for sorting mail
10. describe different special handling and sorting requirements
11. identify containers that should be used for different types of mail
12. identify capacities of the containers being used.

Outcome 2 Be able to sort mail manually

The learner can:

1. follow health and safety requirements and organisational procedures at all times
2. confirm the types of mail being sorted
3. remove the mail from the appropriate containers ready for sorting
4. read information on the mail correctly, taking appropriate action when the information is not available
5. sort the mail accurately at the appropriate rate
6. process mail requiring special handling or sorting
7. respond appropriately to any mail that appears to present a safety or security risk
8. allocate the mail into its correct containers for distribution
9. communicate problems as they occur and follow reporting procedures so that the problem can be solved
10. use information systems to record the sorting of mail.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment

Information systems

Electronic, manual, meetings

Types of mail

Bulk items, letters, packets, parcels, special items

Level: 2

Credit value: 6

Unit aims

The learner will need to deliver the mail to customers within the organisation or external to the organisation. They will need to confirm the delivery schedule and then sort and bundle the mail so that it can be delivered in the most suitable order. The learner will also need to take action to protect the mail during delivery and also identify any problems with the delivery and take the appropriate action

Learning outcomes

There are **two** learning outcomes to this unit. The learner will be able to:

1. Understand how to deliver mail
2. Be able to deliver mail.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics the Sector Skills Council for Mail Services.

Evidence Requirements

1. The learner must practically demonstrate, in their everyday work, that they have met the standard for delivering mail.
2. Simulation may not be used for this unit.
3. The assessor will plan the assessment with the learner to cover the whole of this unit in the workplace. Evidence from this unit may also contribute to units 201, 202, 203, 205, 208, 209 and 211.
4. Performance evidence must cover at least one item in each group of the Scope section. The assessor will ask the learner questions to confirm the learner's knowledge and understanding for the remaining items.
5. If the learner has no relevant prior experience, evidence of delivering mail should be demonstrated over a minimum three-month period.
6. Where the assessor cannot observe the learner in the workplace, witness testimonies may be used to cover Outcomes 2.6, 2.7, 2.9, 2.10 and 2.11.
7. Supplementary evidence for this unit could include records of delivery schedules and problem logs.
8. The assessor will question the learner to prove that the learner has a thorough knowledge and understanding of the workplace guidelines for delivering mail to customers.

Unit 212 Deliver mail (MS12)

Learning outcomes and assessment criteria

Outcome 1 Understand how to deliver mail

The learner can:

1. describe the health and safety risks in relation to the delivery of mail
2. describe handling risks involved in delivering different types of mail
3. describe the relevant organisational procedures for the activities to be undertaken
4. describe delivery schedules, including routes and timings
5. identify types of mail that need to be delivered
6. identify locations of containers with mail, which is ready for delivery
7. identify types of special treatment for different types of mail
8. describe relevant organisational guidelines for protecting mail
9. describe methods and procedures for delivering mail to different types of addresses
10. identify types of equipment and processes at delivery points
11. identify delivery services that are available.

Outcome 2 Be able to deliver mail

The learner can:

1. follow health and safety requirements and relevant organisational procedures at all times
2. check operational details of the delivery route, schedule and types of mail being delivered
3. obtain mail from the correct locations
4. read information on the mail correctly, taking appropriate action when the information is not available
5. sort and bundle the mail into a suitable order for the delivery route
6. deliver mail items requiring special treatment
7. protect the mail during delivery at all times
8. deliver the mail according to the types of mail and the agreed delivery schedule
9. operate equipment and processes at the delivery points correctly
10. ensure that all communications with people are conducted appropriately, and provide them with any relevant information on the delivery service
11. communicate problems as they occur and follow reporting procedures so that the problem can be solved
12. use information systems to record the delivery of mail.

Scope

You must cover:

Containers

Bags, boxes, racks, trays, wheeled containers.

Distribution problems

Dangerous animals, inaccessible addresses, non-existent addresses, physical or verbal abuse, unavailable recipients.

Health and safety requirements

Identification of hazards, use of personal protective equipment, use of safety equipment.

Types of mail

Bulk items, letters, packets, parcels, special items.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Providing City & Guilds qualifications – a guide to centre and qualification approval

contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
Find out how to register and certificate candidates on line
- ***Qualifications and Credit Framework (QCF)***
Contains general guidance about the QCF, as well as information on the IT systems needed and FAQs
- ***Events***
Contains dates and information on the latest Centre events
- ***Online assessment***
Contains information on how to register for GOLLA assessments.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business_unit@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)845 543000
F +44 (0)20 7294 2400
www.cityandguilds.com

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