

# Level 2 Award in Mail Services Principles (6815-02)

Qualification Handbook  
500/8031/3

**City & **  
**Guilds**

---

[www.cityandguilds.com](http://www.cityandguilds.com)  
September 2010  
Version 1.0



## **About City & Guilds**

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

## **City & Guilds Group**

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management, which provides management qualifications, learning materials and membership services), City & Guilds NPTC (which offers land-based qualifications and membership services), City & Guilds HAB (the Hospitality Awarding Body), and City & Guilds Centre for Skills Development. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

## **Equal opportunities**

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on our website.

## **Copyright**

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on our website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

## **Publications**

City & Guilds publications are available from our website or from our Publications Sales department, using the contact details shown below.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

## **City & Guilds**

**1 Giltspur Street**

**London EC1A 9DD**

**T +44 (0)844 543 0000**

**F +44 (0)20 7294 2413**

**[www.cityandguilds.com](http://www.cityandguilds.com)**

**[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

# Level 2 Award in Mail Services Principles (6815-02)

## Qualification Handbook



---

[www.cityandguilds.com](http://www.cityandguilds.com)  
September 2010  
Version 1.0

**City & Guilds**  
Skills for a brighter future



[www.cityandguilds.com](http://www.cityandguilds.com)

# Contents

<b>1</b>	<b>Introduction to the qualification</b>	<b>5</b>
<b>2</b>	<b>Centre requirements</b>	<b>7</b>
<b>3</b>	<b>Course design and delivery</b>	<b>9</b>
<b>4</b>	<b>Assessment</b>	<b>10</b>
<b>5</b>	<b>Units</b>	<b>11</b>
<b>Unit 201</b>	<b>Understand how to work effectively with colleagues and customers in mail services</b>	<b>12</b>
<b>Unit 202</b>	<b>Understand health, safety and security in mail services</b>	<b>15</b>
<b>Unit 203</b>	<b>Understand the mail collection process</b>	<b>17</b>
<b>Unit 204</b>	<b>Understand how to process mail</b>	<b>20</b>
<b>Unit 205</b>	<b>Understand the mail delivery process (by foot)</b>	<b>24</b>
<b>Unit 206</b>	<b>Understand the mail delivery process (by vehicle)</b>	<b>27</b>
<b>Appendix 1</b>	<b>Relationships to other qualifications</b>	<b>31</b>
	<b>Sources of general information</b>	<b>32</b>

**City & Guilds**  
Skills for a brighter future



[www.cityandguilds.com](http://www.cityandguilds.com)

# 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 in Mail Services Principles
City & Guilds qualification number	(6815-02)
Qualification accreditation number	500/8031/3
Last registration date	31/12/2014
Last certification date	31/12/2016

The Level 2 Award in Mail Services Principles (6815-02) aims to:

- meet the needs of candidates who work or want to work as mail service operatives, post workers, mail sorters or couriers in the mail services sector
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the mail services sector
- contribute towards the knowledge and understanding required to achieve the related Level 2 Award/Certificate/Diploma in Mail Services (6814-02), whilst containing additional knowledge, beyond the scope of the NOS
- serve as the knowledge element of the Mail Services Apprenticeship Framework
- provide learners with the knowledge and understanding necessary to support the skills required for employment and/or career progression in the mail services sector
- provide valuable accreditation of knowledge for candidates, without requiring or proving occupational competence.

## 1.1 Qualification structure

To achieve the Level 2 Award in Mail Services Principles, learners must achieve a total of 11 credits. **Seven** credits must come from the mandatory units and a minimum of **four** credits from the optional units listed below.

### Level 2 Award in Mail Services Principles

MANDATORY UNITS (7 credits)		Unit Accreditation Number	Credit Value	GLH
Unit 201	Understand how to work effectively with colleagues and customers in mail services	F/600/9276	3	19
Unit 202	Understand health, safety and security in mail services	J/600/9294	4	19
OPTIONAL UNITS (a minimum of 4 credits)				
Unit 203	Understand the mail collection process	Y/600/9297	4	26
Unit 204	Understand how to process mail	K/600/9305	4	26
Unit 205	Understand the mail delivery process (by foot)	H/600/9481	4	24
Unit 206	Understand the mail delivery process (by vehicle)	M/600/9483	4	26

## 1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Level 2 Award/Certificate/Diploma in Mail services

## 1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for this qualification:

Description	How to access
Assessment guide for centres	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Assessment answer pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

## 2 Centre requirements

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

### Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the following qualifications:

- Level 2 Award/Certificate/Diploma in Mail Services (6814 -02)
- Level 2 NVQ in Mail Services (1004-02)

may apply for approval for the Level 2 Award in Mail Services Principles (6815-02) using the Fast Track Approval Form, available from the City & Guilds website.

Centres may apply to offer the new qualification using the Fast Track Approval Form, providing that they:

- have been granted approval or have been actively offering the existing related qualification within the last two years
- 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. It is the centre's responsibility to check that fast track approval is still current at the time of application.

### 2.1 Resource requirements

#### Physical resources and site agreements

It is acceptable for centres to use specially designated areas within a centre to deliver/assess this qualification.

#### Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements:

- be technically competent in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

#### Assessors and internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

## **Continuing professional development (CPD)**

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

## **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 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 qualification successfully.

## **Age restrictions**

There are no age limits attached to candidates undertaking the qualification. However, centres should note that unit 206 Understand the mail delivery process (by vehicle) requires that candidates comply with the statutory age limits for driving

## 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:

- 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.
- units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work 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 qualification 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 qualification

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills

## 4 Assessment

### 4.1 Summary of assessment methods

City & Guilds provides the following assessments:

- Externally set short answer questions

### 4.2 Test specifications

The test specification for the units and qualification is below:

Unit number	Outcome	No. of questions	Duration
201	1. know how to work effectively with others	8	1 hour
	2. understand customer service in the mail service sector	5	
202	1. understand health safety and security in mail services	8	30 minutes
203	1. understand the requirements for transportation of mail	5	1 hour and 30 minutes
	2. understand how to handle and collect mail	10	
204	1. know how to handle and separate mail	6	1 hour and 15 minutes
	2. know how to process mail through automated systems	9	
	3. know how to sort mail manually	9	
205	1. understand how to deliver mail	12	45 minutes
206	1. understand the requirements for transportation of mail	5	1 hour and 15 minutes
	2. understand how to deliver mail	12	

### 4.3 Recognition of prior learning (RPL)

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

## 5 Units

### 5.1 Structure of units

The qualifications comprise of a number of **units**. A **unit** describes what is expected of a candidate, in particular aspects of his/her job.

Each unit is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

**Range** statements define the breadth or scope of a **learning outcome** and its **assessment criteria** by setting out the various circumstances in which they are to be applied

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

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

- City & Guilds reference number
- title
- level/credit value/unit accreditation number
- unit aim
- learning outcomes which are comprised of a number of assessment criteria
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- assessment criteria
- range/scope/unit content.

### 5.2 Summary of units

City & Guilds unit number	Title	QCF unit number	Credits	GLH
201	Understand how to work effectively with colleagues and customers in mail services	F6009276	3	19
202	Understanding health safety and security in mail services	J6009294	4	19
203	Understand the mail collection process	Y6009297	4	26
204	Understand how to process mail	K6009305	4	26
205	Understand the mail delivery process (by foot)	H6009481	4	24
206	Understand the mail delivery process (by vehicle)	M6009483	4	26

The units for this qualification follow.

## Unit 201

# Understand how to work effectively with colleagues and customers in mail services

**Level:** 2

**Credit value:** 3

**Unit Accreditation number:** F/600/9276

### Unit aim

Learners will need to know how to respond to requests and provide information to assist colleagues and customers. It is important that they know how to deal with problems and have an awareness of job roles and responsibilities as well as recognising their own limits of responsibility.

### Learning outcomes

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

1. Know how to work effectively with others
2. Understand customer service in the mail service sector

### Guided learning hours

It is recommended that **19** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the Skills for Logistics Mail Services NOS Unit:

Mail Services MS 2 Contribute to working relationships in mail services

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for logistics

### Assessment

This unit will be assessed by:

- External set short answer questions

## Unit 201

# Understand how to work effectively with colleagues and customers in mail services

## Outcome 1

Know how to work effectively with others

### Assessment Criteria

The learner can:

1. Describe organisational policies and procedures relating to **health, safety and security** when working with others
2. Explain how own **communication and behaviour** can impact on others
3. Identify **factors** that affect working relationships
4. Identify **policies and legislation** relating to diversity in the workplace
5. Describe **organisational policies for maintaining standards** within the organisation
6. Identify training and development provided by the organisation to improve own performance
7. Describe methods for dealing with **problems** encountered in the workplace
8. Describe job **roles and responsibilities** within the organisation

### Range/Scope/Unit content

#### Health, safety and security

Safe systems of work, identification of hazards, unauthorised personnel

#### Communication and behaviour

Actions and omissions of individuals, the individuals' responsibilities for health, safety and security, diversity, bullying and harassment

#### Factors

Timekeeping, tidiness, personal hygiene, absenteeism, work ethic

#### Policies and legislation

Race Relations Act, Disability Discrimination Act, Sex Discrimination Act, Employment Equality Regulations (eg. religion, beliefs and sexual orientation)

#### Organisational policies for maintaining standards

Sickness, attendance, personal presentation/dress code, performance standards

#### Problems

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

#### Roles and responsibilities

Driver, warehouse staff, machine operator, delivery person, sorters, customer collection point, office staff. Managers/team leaders

## Unit 201

## Understand how to work effectively with colleagues and customers in mail services

### Outcome 2

Understand customer service in the mail service sector

#### Assessment Criteria

The learner can:

1. Describe different **types of customers**
2. Explain the importance of maintaining customer satisfaction
3. Describe how to **deal with customer queries**
4. Explain how to deal with difficult customers
5. List **common causes for customer complaints**
6. Explain the importance of **communicating** in an efficient and courteous manner

#### Range/Scope/Unit content

##### Types of customers

Internal and external

##### Deal with customer queries

Knowing limits of own responsibility (who to refer queries to), contact numbers, referrals to customer care team/manager or supervisor

##### Limits of own responsibility

Knowing who to refer queries to

##### Common causes for customer complaints

Mis-delivery of mail, failure to redirect mail, condition of mail, late delivery/collection of mail

##### Communicating

Body language, personal appearance, language, tone

## Unit 202

# Understand health, safety and security in mail services

**Level:** 2

**Credit value:** 4

**Unit accreditation number:** J/600/9294

### Unit aim

Learners will need to know the policies and procedures relating to health safety and security. They will be able to identify safety and security risks and the relevant organisational procedures. They should be able to explain employers and employees responsibilities for health and safety and know how to deal with accidents and emergencies.

### Learning outcomes

There is **one** learning outcome to this unit. The learner will be able to:

1. Understand health, safety and security in mail services

### Guided learning hours

It is recommended that **19** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards (if appropriate, otherwise omit)

This unit is linked to Skills for Logistics Mail Services NOS Unit:

Mail Services MS 1 Contribute to safety and security in mail services

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for logistics

### Assessment

This unit will be assessed by:

- External set short answer questions

## Unit 202

## Understand health, safety and security in mail services

### Outcome 1

Understand health, safety and security in mail services

#### Assessment Criteria

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. Outline the organisational procedures to minimize **safety and security risks**
4. State the importance of using **Personal Protective Equipment** in mail services
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
7. State **employees' responsibilities for health and safety**
8. State the **employers' responsibilities for health and safety**
9. Explain the **importance** of monitoring unauthorised **access** by staff and others

#### Range/Scope/Unit content

##### Health, safety and security

Manual handling, reporting of accidents, identification of hazards, safe systems of work, unauthorised personnel, evacuation procedures

##### Safety and security risks

Abuse, accidents, equipment misuse or malfunction, fire, fraud, injury, leaking/broken packages, terrorism, theft, toxicity, unauthorised access to property and mail, vandalism, violence

##### Personal Protective Equipment

Footwear, eye protectors, fluorescent jackets/high visibility vests, gloves, helmets

##### Employees' responsibilities for health and safety

Compliance with organisational policies/health and safety regulation, safety of self, safety of others

##### Employers' responsibilities for health and safety

Safe place of work, safe working environment, safe systems of work, safe methods of storage, handling, instruction/supervision of staff records, risk assessment, supply personal protective equipment

##### Importance

Protect people, property and mail

##### Access

Premises, delivery and collection vans, secured areas

## Unit 203

## Understand the mail collection process

**Level:** 2

**Credit value:** 4

**Unit accreditation number:** Y/600/9297

### Unit aim

The learner will need to know the legislation and organisational procedures for handling, transporting and collecting mail. Learners will be able to identify types of mail, the processes at mail collection points and the importance of maintaining the packaging and condition of the mail. They will also need to know how to maintain the equipment and be able to identify any equipment defects in equipment and the relevant checks required.

### Learning outcomes

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

1. Understand the requirements for transportation of mail
2. Understand how to handle and collect mail

### Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards (if appropriate, otherwise omit)

This unit is linked to the Skills for Logistics NOS Units:

Mail Services MS 3 Handle mail

Mail Services MS 6 Transport mail

Mail Services MS 7 Collect mail

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for Logistics

### Assessment

This unit will be assessed by:

- Externally set short answer questions

## Unit 203

### Outcome 1

## Understand the mail collection process

Understand the requirements for transportation of mail

### Assessment Criteria

The learner can:

1. Describe the relevant **organisational procedures** for the transportation of mail
2. Outline **regulations/requirements** relating to the operation of relevant vehicles for the transportation of mail
3. Identify common types of defects in relation to the **equipment** that is to be used
4. Identify the **checks** required for the **equipment**
5. State the **problems** that may occur while transporting mail
6. Describe how to deal with problems that may occur while transporting mail

### Range/Scope/Unit content

#### Organisational procedures

Collection and return of vehicle, collection of keys/security passes, mail security, load restraint requirements, health and safety, loading and unloading of vehicles

#### Regulations

Licensing requirements (vehicle and personal), weight and size of loads, compliance with Highway Code, roadworthiness of vehicle

#### Equipment

Vehicles, containers (bags, trays, racks, wheeled containers, rigid stackable container), scanner pens, postal digital assistant, tachographs, load restraining equipment

#### Checks

Road tax, road worthiness of vehicle, condition of containers & load restraining equipment, timing on scanner pens

#### Problems

Vehicle breakdown, inaccessible destinations, traffic conditions, weather conditions, security threats

## Unit 203

### Outcome 2

## Understand the mail collection process

Understand how to handle and collect mail

### Assessment Criteria

The learner can:

1. Describe the **health and safety risks** in relation to the collection of mail
2. Describe the relevant **legislation** and **organisational procedures** for the handling and collection of mail
3. State the different **types collection points** for the mail
4. Identify **types of mail** that need to be collected
5. Describe the **processes at collection points**
6. Identify containers to be used for different **types of mail**
7. Describe loading and unloading procedures
8. Explain the **importance of maintaining the packaging and condition of the mail**
9. Describe methods to deal with suspicious or hazardous mail items
10. Describe **collection services** that are available

### Range/Scope/Unit content

#### Health and safety risks

Manual handling and lifting, traffic, weather conditions, hazards on route

#### Legislation

Data protection, official secrets act, manual handling and lifting, health and safety, Personal Protective Equipment

#### Organisational procedures

Carrying official identification, security of mail, handover of mail after collection

#### Types of collection points

Commercial businesses, social customers (individual customers)

#### Types of mail

Bulk items, letters, packets, parcels, priority items, unaddressed mail (eg leaflets), international items

#### Processes at collection points

Signing for mail, bar code scanning, completing paperwork, collecting mail

#### Importance of maintaining the packaging and condition of the mail

Customer satisfaction, health and safety, reduce risk of damaging equipment, reduce non delivery (loss of identification)

#### Collection services

Scheduled collections, ad hoc collections

## Unit 204

## Understand how to process mail

**Level:** 2

**Credit value:** 4

**Unit accreditation number:** K/600/9305

### Unit aim

Learners will need to know the importance of separating mail and how to separate and segregate it so that it is ready for sorting or distribution. They should be able to describe the processes and tasks involved in separating mail including automated and manually processes

### Learning outcomes

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

1. know how to handle and separate mail
2. know how to process mail through automated systems
3. know how to sort mail manually

### Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the Skills for Logistics NOS Units;

Mail Services MS 11 Sort mail

Mail Services MS 10 Process mail through automated systems

Mail Services MS 9 Separate mail for processing

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for logistics

### Assessment

This unit will be assessed by:

- Short answer questions covering underpinning knowledge.

## Unit 204

### Outcome 1

## Understand how to process mail

### know how to handle and separate mail

#### Assessment Criteria

The learner can:

1. Describe the **health and safety risks** in relation to processing mail
2. Describe methods to deal with suspicious or hazardous mail items
3. Describe the relevant **legislation** and organisational procedures for processing mail
4. Identify **types of mail that need to be separated**
5. Explain the **importance of separating mail**
6. Describe processes for separating different types of mail
7. Describe mail flows in the organisation
8. Identify **containers** to be used for different types of mail

#### Range/Scope/Unit content

##### Health and safety risks

Manual handling and lifting, suspicious or hazardous items, sharps, blocked access and egress, broken or faulty equipment

##### Types of mail that need to be separated

Priority items, high value items, tracked mail, mail for automated processing, bulk items, letters

##### Legislation

Health and safety, personal protective equipment, manual handling and lifting, data protection

##### Importance of separating mail

Customer satisfaction, efficiency, compliance with regulators, quality of service

##### Containers

Bags, trays, racks, wheeled containers, rigid stackable container

## Unit 204

### Outcome 2

## Understand how to process mail

know how to process mail through automated systems

### Assessment Criteria

The learner can:

1. Describe the **health and safety risks** in relation to processing mail through automated systems
2. State **health and safety requirements** for using automated systems
3. Describe automated systems used for different **processing tasks**
4. Describe the **importance of maintenance of automated systems**
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. Identify **machine performance measurements**
9. Describe methods of unloading different types of equipment
10. Identify destinations of processed mail
11. Outline the types of **problems** that could occur when using automated systems
12. Outline **limits of responsibilities** when dealing with automated system problems

### Range/Scope/Unit content

#### Health and safety risks

Manual handling and lifting, suspicious or hazardous items, sharps, equipment (getting caught in machines, broken or faulty equipment) blocked access and egress, untrained staff operating machines

#### Health and safety requirements

Only trained personnel, manual handling and lifting

#### Processing tasks

Segregation, sorting

#### Machine performance measurements

Throughputs and jam rates, reject rates

#### Importance of maintenance of automated systems

Health and safety, efficiency, reduce problems, reduce the risk of accidents, quality of processing, reduce the risk of damaging mail

#### Problems

Damage to equipment, equipment faults, jams, processing errors

#### Limits of responsibilities

What needs reporting, who to report to

## Unit 204

### Outcome 3

## Understand how to process mail

### know how to sort mail manually

#### Assessment Criteria

The learner can:

1. Identify **types of mail** that need to be sorted
2. Describe methods for removing mail from different types of **containers**
3. Identify the **type of information** displayed on the mail
4. Identify the priority to give to different types of information
5. Describe actions to be taken if information cannot be read
6. Identify organisational requirements for speed and accuracy for sorting mail
7. Describe different special handling and sorting requirements
8. Identify capacities of the containers being used
9. Describe organisation guidelines relating to the opening of mail

#### Range/Scope/Unit content

##### Types of mail

Items unsuitable for automated systems

##### Containers

Bags, trays, racks, wheeled containers, rigid stackable container

##### Type of information

Delivery name and address, special instructions (do not bend, return to sender), return address, product type, bar codes

## Unit 205

## Understand the mail delivery process (by foot)

**Level:** 2

**Credit value:** 4

**Qualification accreditation number:** H/600/9481

### Unit aim

Learners will need to understand health and safety and organisational and legislative procedures involved in delivering mail. They will also need to know the importance of delivery schedules, route planning and maintaining the packaging and condition of mail.

### Learning outcomes

There is **one** learning outcome to this unit. The learner will be able to:

1. Understand how to deliver mail

### Guided learning hours

It is recommended that 24 hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards (if appropriate, otherwise omit)

This unit is linked to the Skills for Logistics NOS Unit;  
Mail Services MS12 Deliver mail

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for logistics

### Assessment

This unit will be assessed by:

- Short answer questions covering underpinning knowledge.

## Unit 205

## Understand the mail delivery process (by foot)

### Outcome 1

### Understand how to deliver mail

#### Assessment Criteria

The learner can:

1. Describe the **health and safety risks** in relation to the delivery of mail
2. Describe the relevant **legislation** and **organisational procedures** for the activities to be undertaken
3. Describe relevant organisational guidelines for protecting mail
4. Identify **types of mail** that need to be delivered
5. Describe handling risks involved in delivering different **types of mail**
6. Describe the **importance of planning routes**
7. Identify types of equipment and the checks required
8. Identify common defects in relation to the equipment that is to be used
9. Explain the **importance of maintaining the packaging and condition of the mail**
10. Describe **delivery schedules**
11. Describe **types of mail requiring special treatment**
12. Describe the procedures for delivering mail to different **types of addresses**
13. Identify **processes** used at delivery points
14. Identify **delivery services** that are available

#### Range/Scope/Unit content

##### Health and safety risks

Animal attacks, physical and verbal abuse, manual handling and lifting, traffic, weather conditions, hazards on routes

##### Legislation

Data protection, official secrets act, manual handling and lifting, Health and Safety, Personal Protection Equipment

##### Organisational procedures

Carrying official identification, security of mail

##### Types of mail

Bulk items, letters, packets, parcels, priority items, unaddressed mail (eg leaflets), international items

##### Importance of planning routes

Efficiency; order of delivery, packing mail

##### Importance of maintaining the packaging and condition of the mail

Customer satisfaction, health and safety, reduce risk of damaging equipment, reduce non delivery (loss of identification)

##### Delivery schedules

Routes, delivery timings, delivery addresses, maps

**Types of mail requiring special treatment**

Signature required, damaged items, redirected mail, undeliverable, bulk items, specific customer requests

**Types of addresses**

Houses, multi-occupied premises (eg flats and multi-occupied commercial premises), commercial premises, boats

**Processes**

Delivery with out customer contact, delivery with customer contact,

**Delivery services**

Special deliveries, timed deliveries, items requiring signatures, specific customer requests

## Unit 206

## Understand the mail delivery process (by vehicle)

**Level:** 2

**Credit value:** 4

**Qualification accreditation number:**M/600/9483

### Unit aim

Learners will understand the requirements for transporting mail and checks for vehicles and equipment. They will know organisational and legislative procedures involved in delivering mail, delivery schedules, route planning and maintaining packaging and condition of mail.

### Learning outcomes

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

1. Understand the requirements for transportation of mail
2. Understand how to deliver mail

### Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards (if appropriate, otherwise omit)

This unit is linked to the Skills for Logistics NOS Units;

Mail Services MS6 Transport mail

Mail Services MS12 Deliver mail

### Support of the unit by a sector or other appropriate body (if required, otherwise omit)

This unit is endorsed by Skills for logistics

### Assessment

This unit will be assessed by:

- Short answer questions covering underpinning knowledge.

## Unit 206

## Understand the mail delivery process (by vehicle)

### Outcome 1

Understand the requirements for transportation of mail

#### Assessment Criteria

The learner can:

1. Describe the relevant **organisational procedures** for the transportation of mail
2. Identify **regulations** relating to the operation of relevant vehicles for the transportation of mail
3. Identify common types of defects in relation to the **equipment** that is to be used
4. Identify the **checks** required for the **equipment**
5. State the **problems** that may occur while transporting mail
6. Describe how to deal with problems that may occur while transporting mail

#### Range/Scope/Unit content

##### Organisational procedures

Collection and return of vehicle, collection of keys/security passes, mail security, load restraint requirements, health and safety

##### Regulations

Licensing requirements (vehicle and personal), weight and size of loads, compliance with the Highway Code, roadworthiness of vehicle

##### Equipment

Vehicles, containers (bags, trays, racks, wheeled containers, rigid stackable container), scanner pens, postal digital assistant, tachographs, load restraining equipment

##### Checks

Road tax, road worthiness of vehicle, condition of containers & load restraining equipment, timing on scanner pens

##### Problems

Vehicle breakdown, inaccessible destinations, traffic conditions, weather conditions, security threats

## Unit 206

## Understand the mail delivery process (by vehicle)

### Outcome 2

Understand how to deliver mail

#### Assessment Criteria

The learner can:

1. Describe the **health and safety risks** in relation to the delivery of mail
2. Describe the relevant **legislation** and **organisational procedures** for the activities to be undertaken
3. Describe relevant organisational guidelines for protecting mail
4. Identify **types of mail** that need to be delivered
5. Describe handling risks involved in delivering different **types of mail**
6. Describe the **importance of planning routes**
7. Identify types of equipment and the checks required
8. Identify common defects in relation to the equipment that is to be used
9. Explain the **importance of maintaining the packaging and condition of the mail**
10. Describe **delivery schedules**
11. Describe **types of mail requiring special treatment**
12. Describe the procedures for delivering mail to different **types of addresses**
13. Identify **processes** used at delivery points
14. Identify **delivery services** that are available

#### Range/Scope/Unit content

##### Health and safety risks

Animal attacks, physical and verbal abuse, manual handling and lifting, traffic, weather conditions, hazards on routes

##### Legislation

Data protection, official secrets act, manual handling and lifting, Health and Safety, Personal Protection Equipment

##### Organisational procedures

Carrying official identification, security of mail

##### Types of mail

Bulk items, letters, packets, parcels, priority items, unaddressed mail (eg leaflets), international items

##### Importance of planning routes

Efficiency; order of delivery, packing mail

##### Importance of maintaining the packaging and condition of the mail

Customer satisfaction, health and safety, reduce risk of damaging equipment, reduce non delivery (loss of identification)

**Delivery schedules**

Routes, delivery timings, delivery addresses, maps

**Types of mail requiring special treatment**

Signature required, damaged items, redirected mail, undeliverable, bulk items, specific customer requests

**Types of addresses**

Houses, multi-occupied premises (eg flats and multi-occupied commercial premises), commercial premises, boats

**Processes**

Delivery with out customer contact, delivery with customer contact,

**Delivery services**

Special deliveries, timed deliveries, items requiring signatures, specific customer requests

# Appendix 1 Relationships to other qualifications

## Links to other qualifications and frameworks

City & Guilds has identified the connections to other qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a QCF qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL.

This qualification has connections to the:

- Level 2 National Occupational Standards in Mail Services

## Literacy, language, numeracy and ICT skills development

This qualification includes opportunities to develop and practise many of the skills and techniques required for success in the following qualifications:

- Functional Skills (England) – see [www.cityandguilds.com/functionalskills](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.cityandguilds.com/essentialskillsni](http://www.cityandguilds.com/essentialskillsni)
- Essential Skills Wales (from September 2010).

There might also be opportunities to develop skills and/or portfolio evidence if candidates are completing any Functional/Key Skills alongside this qualification.

## Essential Skills Wales (ESW)

ESW portfolio evidence gathering that can be naturally incorporated into the completion of each unit should be identified. Any ESW evidence will need to be separately assessed and must meet the relevant standard.

## Wider Key Skills – signposted evidence opportunities

Any ‘wider’ Key Skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit will need to be separately assessed and must meet the relevant standard.

## 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](http://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 and how qualifications will change, 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 GOLA assessments.

## Useful contacts

### UK learners

General qualification information

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

---

### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: [intcg@cityandguilds.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto:walledgarden@cityandguilds.com)

---

### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business\\_unit@cityandguilds.com](mailto: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](mailto:feedbackandcomplaints@cityandguilds.com)

---

**Published by City & Guilds**  
**1 Giltspur Street**  
**London**  
**EC1A 9DD**  
**T +44 (0)844 543 0000**  
**F +44 (0)20 7294 2413**  
**[www.cityandguilds.com](http://www.cityandguilds.com)**

**City & Guilds is a registered charity  
established to promote education  
and training**

EN026815

---