
Overview

What this standard is about

This standard is about identifying suitable collection and delivery points for goods. It includes gathering information in regard to health, safety and environmental issues, facilities required or available for loading or unloading and access to delivery points.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Performance criteria

- You must be able to:
- P1 identify and confirm the requirements and constraints of the load to be moved
 - P2 establish a point of contact where collection or delivery point details can be obtained
 - P3 obtain information on the physical access and security requirements of the collection or delivery points
 - P4 obtain information on the health, safety and any environmental issues relating to the collection or delivery points
 - P5 obtain information on the relevant legislation, regulation and codes of practice that may affect collection or delivery points
 - P6 determine any limitations or restrictions relevant to the accessibility of the collection and delivery points
 - P7 record and communicate the conclusions of a review of the accessibility of the collection or delivery points with relevant personnel
 - P8 obtain information on the loading or unloading facilities at collection or delivery points that are relevant to the load and vehicle
 - P9 confirm the load and determine the suitability of a delivery or collection point
 - P10 identify and source any specialist equipment required for loading and unloading of loads
 - P11 agree appropriate action with the relevant personnel to resolve any problems with the facilities at the collection or delivery points
 - P12 comply with organisation's procedures and all relevant **legal, safety and operating requirements**
 - P13 communicate effectively with colleagues

Knowledge and understanding

You need to know and understand:

- K1 the type and characteristics of the load to be moved
- K2 types of vehicles suitable for carrying different loads
- K3 the relevant legislation, regulation and codes of practice for safe access to and from collection and delivery points
- K4 sources for information relating to health, safety and environmental issues
- K5 recording and documentation procedures
- K6 methods of **communication** with colleagues and customers
- K7 the type of facilities required for the loading and unloading
- K8 source and point of contact for information on the loading and unloading facilities
- K9 the relevant **legislation, regulation and codes of practice** for safe loading or unloading of vehicles
- K10 types and sources of specialist equipment
- K11 the relevant **legal, safety and operating requirements** relating to collection and delivery points
- K12 how to record information according to your organisation's policies and procedures

SFL45 SQA Unit Code (HA66 04)

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Additional information

Glossary:

- 1 **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time directive, transport regulations
- 2 **Communication:** oral, written, electronic
- 3 **Legislation, regulation and codes of practice:** Road Traffic Acts, out of hours loading, use of powered lifting equipment

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