
Overview

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

SFLMS146 - SQA Code HD38 04

SfL146 Collect mail

Performance criteria

- You must be able to:*
- P1 follow **health and safety requirements** and relevant organisational procedures at all times
 - P2 confirm details of the collection schedule and **types of mail** being collected the agreed schedule
 - P3 collect mail from the collection points according to the agreed schedule
 - P4 operate equipment and mechanisms at the collection points correctly
 - P5 identify and respond appropriately to any problems with collections
 - P6 respond appropriately to any suspicious or dangerous mail items
 - P7 secure the mail in the appropriate **containers**
 - P8 ensure all communications with people are conducted courteously, and provide them with any relevant information on the collection service
 - P9 record the collection of mail in the appropriate **information systems**

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Knowledge and understanding

You need to know and understand:

- K1 health and safety requirements, and own responsibilities for self and others
- K2 any relevant organisational procedures for the activities being undertaken
- K3 collection schedules, including routes and timings
- K4 types of mail that need to be collected
- K5 collection points for mail
- K6 types of equipment and mechanisms at collection points
- K7 problems that can be encountered
- K8 methods to deal with different problems
- K9 safety and security risks
- K10 methods to deal with suspicious or dangerous mail items
- K11 containers to be used for different types of mail
- K12 collection services that are available
- K13 information systems used in the organisation

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	