

**Unit DR46 04 (1R7)**

**Collect and deliver items for customers and staff**

This Unit has the following elements:

**Element 1 (1R7.1)**

**Collect items from customers and staff**

**Element 2 (1R7.2)**

**Deliver items to customers and staff**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DR46 04 (1R7)

## Collect and deliver items for customers and staff

### Unit Summary

This Unit is about collecting and delivering items such as letters and other papers, customer property and messages.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ carrying out collections
- ◆ dealing with customers
- ◆ making deliveries

What some of the words in this Unit mean	
<b>Organisation</b>	the place you are working

**Unit DR46 04 (1R7)**

**Collect and deliver items for customers and staff**

**Element 1 (1R7.1)**

**Collect items from customers and staff**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Follow <b>instructions</b> correctly	
②	Collect the right <b>items</b> from the right <b>place</b> at the right time	
③	Make sure you do not damage or lose any <b>items</b>	
4	If necessary, keep a record of your collection	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence (insert tick or supplementary reference)</b>					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Instructions, at least two required from the following:</i></b>						
written						
spoken						
<b><i>Items, at least two required from the following:</i></b>						
customer belongings						
letters and parcels						
documents						
messages						
<b><i>Places, at least one required from the following:</i></b>						
inside your organisation						
outside your organisation						

**Unit DR46 04 (1R7)****Collect and deliver items for customers and staff****Element 1 (1R7.1)****Collect items from customers and staff**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR46 04 (1R7)**

**Collect and deliver items for customers and staff**

**Element 2 (1R7.2)**

**Deliver items to customers and staff**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Follow <b>instructions</b> correctly	
②	Deliver the right <b>items</b> to the right <b>place</b> at the right time	
③	Make sure you do not damage or lose any <b>items</b>	
4	If necessary, keep a record of your delivery	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence (insert tick or supplementary reference)</b>					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Items, at least two required from the following:</i></b>						
customer belongings						
letters and parcels						
documents						
messages						
<b><i>Places, at least one required from the following:</i></b>						
inside your organisation						
outside your organisation						
<b><i>Instructions, both required from the following:</i></b>						
written						
verbal						

**Unit DR46 04 (1R7)****Collect and deliver items for customers and staff****Element 2 (1R7.2)****Deliver items to customers and staff**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	How to follow spoken and written instructions
K2	The types of items you might be asked to collect and deliver
K3	The types of places you may be asked to collect and deliver items and how to find these places
K4	How to handle items without injuring yourself or damaging the items
K5	Why it is important to collect and deliver on time
K6	What records of collection and delivery you may have to keep up to date
K7	How to deal with customers and other staff when you are making collections and deliveries
K8	The types of problems that may happen when you are collecting and delivering items and how to deal with these

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback