

Industry Qualifications

National and Scottish Vocational Qualifications

Mail Services

Introduction

NVQs (SVQs in Scotland) are practical work-based qualifications that are recognised by employers and colleges throughout the UK. They are awarded to people who have proved their skill, knowledge and understanding of all aspects of their job. This means these qualifications will demonstrate that an employee is occupationally competent in their job role. A range of S/NVQs have been developed in order to meet the current and future skill demands of the Logistics sector.

The qualification – Mail Services

In consultation with the freight logistics industry, awarding bodies and other partners, Skills for Logistics have developed a Mail Services NVQ. This Level 2 qualification is specifically aimed at employees dealing with the collection, delivery and processing of mail. They must show a sufficient level of competence to complete all 3 mandatory units plus 3 of 9 optional units to obtain this qualification. The compulsory units include demonstrating the ability to work effectively with colleagues and customers; and identifying the different types of mail being handled. A full list of units is shown overleaf.

Employees are encouraged to achieve as many units against which they can demonstrate competence and not just the minimum number required for a full award.



Level 2

Mandatory units

- Contribute to safety and security in mail services
- Contribute to working relationships in mail services
- Handle mail

Optional units – select 3 units

- Contribute to the maintenance of equipment used in mail services
- Plan routes to mail destinations
- Transport mail
- Collect mail
- Process mail instructions
- Separate mail for processing
- Process mail through automated systems
- Sort mail
- Deliver mail

Candidates must obtain all 3 mandatory units plus 3 optional units for a full award.

