

Overview

This standard is about sorting mail manually ready for distribution or delivery. This involves recognising the type of mail being sorted, reading the information on the mail, and then allocating the mail to the correct bundles or containers.

You will need to identify any problems with mail items, and take the required action. This includes working in all mail service environments, including Royal Mail, and is aimed at operatives involved in mail services at all levels.

Sort mail manually

Performance criteria

You must be able to:

1. comply with relevant health and safety requirements and follow organisational procedures at all times when working in mail services
2. recognise and confirm the types of mail being sorted manually
3. remove the mail from the containers ready for sorting
4. handle the mail safely to minimise the risk of injury to self, other staff or damage to the mail
5. read information on the mail, and take the required action when the information is not available or visible
6. sort the mail at the required rate to maintain operational workflow
7. identify mail requiring special handling or sorting
8. identify and respond to any sorting problems according to organisational procedures
9. identify and report any mail that appears to present a safety or security risk, using safety and organisational guidelines
10. allocate the mail into its correct containers for distribution
11. record the sorting of mail in the relevant information and recording system, in accordance with organisational procedures, and following all relevant data and information security regulations relating to staff, customers and delivery partners

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Knowledge and understanding

You need to know and understand:

1. the relevant industry and organisational health and safety requirements when working in mail services, and your own responsibilities for self and others
2. the relevant organisational procedures and guidelines for mail sorting
3. the types of mail that require manual sorting
4. the methods for removing mail from different types of containers
5. the handling risks involved in sorting different types of mail
6. how to read and interpret delivery information detailed on the mail
7. how to prioritise different types of delivery information
8. the actions to take if the information cannot be read
9. your organisational requirements relating to speed and accuracy for sorting mail manually
10. the types of special handling or sorting requirements
11. the types of problems that can be encountered when sorting mail manually and methods for dealing with different problems
12. the types of safety and security risks that could be encountered when sorting mail manually
13. indicators that mail presents a safety or security risk
14. the methods for dealing with suspicious or dangerous mail items
15. the types of containers or other storage equipment that should be used for different types of mail
16. the capacities of the containers being used
17. the relevant organisational policies on confidentiality and data protection legislation
18. the information and recording systems used by the organisation and the requirements for maintaining these in relation to sorting mail

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Developed by	Skills for Logistics
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Originating Organisation	Skills for Logistics
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Relevant Occupations	Transport Drivers and Operatives; Transportation operations and maintenance
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Suite	Mail Services
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Keywords	mail services; post; mail; collection; delivery; letters
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