

Administration (Business Professional)

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| Unit Title: | Handling mail |
| OCR unit number: | 5 |
| Level: | 1 |
| Credit value: | 2 |
| Guided learning hours: | 20 |
| Unit reference number: | A/502/4008 |

Unit aim

This unit aims to assist the learner to develop skills in handling mail and aspects associated with it.

| Learning outcomes | Assessment criteria | Knowledge, understanding and skills |
|--|--|---|
| <p>The Learner will:</p> <p>1 Know why it is important for a business to handle mail efficiently and securely</p> | <p>The Learner can:</p> <p>1.1 State how efficient distribution of mail benefits a business</p> <p>1.2 State why inaccuracies or delays can have negative impact</p> <p>1.3 Identify procedures to protect confidential information</p> | <ul style="list-style-type: none"> • Important documents delivered safely • Urgent matters can be dealt with quickly • Makes the best use of time • Gives a bad impression to customers/clients • Creates frustration • Creates a general feeling of inefficiency and negativity amongst staff • Can have a knock-on effect on the effectiveness of others • The business may ultimately lose customers • Mark envelope 'Confidential' • Send by Recorded Delivery or similar • Deliver internally by hand • Use suitable stationery • Pass unopened mail marked 'Private and Confidential' to the recipient |

| Learning outcomes | Assessment criteria | Knowledge, understanding and skills |
|--------------------------------------|--|---|
| 2 Be able to deal with incoming mail | <p>2.1 Sort incoming mail appropriately</p> <p>2.2 State how to deal with suspicious or damaged items</p> <p>2.3 Distribute incoming mail accurately and to a given deadline</p> | <ul style="list-style-type: none"> • Handle incoming letters and parcels • Use equipment to process incoming post – date stamps, letter openers, staples/clips • Record money/cheques received • Sort mail into departments • Follow safe practices at all times <p>Suspicious items:</p> <ul style="list-style-type: none"> • Place item unopened on a firm surface • Alert other people in the room • Evacuate the room, opening windows if there is time • Call the police or follow procedures for alerting authorities • Prevent others going near the room • Report to assembly point • Do not re-enter building until told to do so <p>Damaged items:</p> <ul style="list-style-type: none"> • Make sure that as much of the contents as possible have been retained • Secure with tape or place in larger envelope/more secure packaging • Notify recipient that a damaged item has arrived for them • Write on package that it was damaged on receipt <ul style="list-style-type: none"> • Items delivered to correct recipients • Items received by recipients by expected deadline |

Additional information

For further information regarding administration for this qualification, please follow the link to [OCR's Administration area](#).