

# Administration (Business Professional)

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
The Learner will:  1 Know why it is important for a business to handle mail efficiently and securely	The Learner can: 1.1 State how efficient distribution of mail benefits a business	Important documents delivered safely
		Urgent matters can be dealt with quickly
		Makes the best use of time
	1.2 State why inaccuracies or delays can have negative impact	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'
	1.3 Identify procedures to protect confidential information	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
Be able to deal with incoming mail	2.1 Sort incoming mail appropriately	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
	2.2 State how to deal with suspicious or damaged items	Suspicious items:
		Place item unopened on a firm surface
		Alert other people in the room
		Evacuate the room, opening windows if there is time
		<ul> <li>Call the police or follow procedures for alerting authorities</li> </ul>
		Prevent others going near the room
		Report to assembly point
		Do not re-enter building until told to do so
		Damaged items:
		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
	2.3 Distribute incoming mail accurately and to a given deadline	Items delivered to correct recipients
		Items received by recipients by expected deadline

Learning outcomes	Assessment criteria	Knowledge, understanding and skills
3 Be able to deal with outgoing mail	3.1 Collect and sort outgoing mail accurately and on time	Handle outgoing mail –     letters and parcels
		Use equipment to process outgoing post – franking machines, packing machines, folding machines, scales, use of first/second class mail services
		Mail allocated to correct mail bags if used, franked mail kept separate
		Follow safe practices at all times
	3.2 Dispatch outgoing mail on time	Appropriate mail service identified
		Correct postage costs identified
		Appropriate use of first/second class mail services / preferred carrier
		Use equipment to process outgoing post – franking machines, packing machines
		Mail dispatched to deadlines

#### Assessment

This unit is assessed by the centre and sent to OCR for moderation.

### Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website <a href="https://www.ocr.org.uk">www.ocr.org.uk</a>.

## Additional information

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