Unit Title:	**Handle mail**
OCR unit number:	11
Level:	1
Credit value:	1
Guided learning hours:	10
Unit reference number:	K/506/1801

Unit aim and purpose

This unit aims to develop the knowledge and skills required to handle mail. Upon completion of this unit, learners will able to deal with both incoming and outgoing mail.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to deal with mail	**The Learner can:** 1.1 State to whom in an organisation **mail** should be delivered 1.2 State what to do in the event of problems arising when dealing with **mail** 1.3 State organisational policies on **mail** handling and security 1.4 Describe the organisational procedures for reporting suspicious or damaged items	**Mail** items may include, • Letters • Packages • Parcels
2 Be able to deal with incoming mail	2.1 Sort incoming **mail** according to addressees' details 2.2 Distribute incoming **mail** to the right people within the agreed schedule 2.3 Deal with incorrectly addressed and "junk" **mail** in accordance with organisational procedures	
3 Be able to deal with outgoing mail	3.1 Collect outgoing **mail** on time 3.2 Prepare packages for distribution 3.3 Despatch outgoing **mail** on time	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

© OCR 2014

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	**Unit number**	**Title**
Business & Administration (2013) National Occupational Standards:	CFABAA612	• Handle mail

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

© OCR 2014