



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
<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
<p>2 Be able to deal with incoming mail</p>	<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

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 3.2 Dispatch outgoing mail on time	<ul style="list-style-type: none"> • 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 • 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 www.ocr.org.uk.

Functional skills signposting

The functional skills mapping for this unit is detailed in the centre handbook which can be found on the OCR website www.ocr.org.uk .

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 .