Unit Title:	**Handle mail**
OCR unit number:	20
Level:	2
Credit value:	3
Guided learning hours:	15
Unit reference number:	D/506/1813

Unit aim and purpose

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

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to deal with mail	**The Learner can:** 1.1 Explain how to deal with "junk" mail 1.2 Describe what to do in the event of problems arising when dealing with incoming or outgoing mail 1.3 Describe how to operate a franking machine 1.4 Explain how to prepare packages for distribution 1.5 State organisational policies and procedures on mail handling, security and the use of courier services 1.6 Explain the process for reporting suspicious or damaged items in accordance with organisational procedures	
2 Be able to deal with incoming mail	2.1 Sort incoming mail in line with organisational procedures 2.2 Distribute incoming mail and packages to the right people according to 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 Organise the collection of outgoing mail and packages on time	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	3.2 Identify the **best option** for dispatching mail according to the required degree of urgency, size and value of the item 3.3 Dispatch outgoing mail on time	**Best option;** Within limits of own authority, e.g. organisation's preferred supplier, Royal Mail or courier service

Assessment

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

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 .

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