



Oxford Cambridge and RSA

<b>Unit Title:</b>	<b>Handle mail</b>
OCR unit number	210
Sector unit number	T/601/2479
Level:	2
Credit value:	3
Guided learning hours:	17

## Unit purpose and aim

This unit is about handling internal and external mail and packages within the service requirements of an organisation.

Learning Outcomes	Assessment Criteria	Exemplification
<b>The Learner will:</b> 1. Understand security procedures when handling mail or packages	<b>The Learner can:</b> 1.1 Explain the purpose of security procedures for handling mail or packages 1.2 Give examples of security procedures for handling mail in organisation(s)	Learning outcomes 1 and 2 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.
2. Understand the range of available internal and external mail services	2.1. Explain the purpose of distributing and dispatching mail to the correct recipient within agreed timescales 2.2 State the organisational structure and names, roles and locations of individuals and teams 2.3 Give examples of internal and external mail services available to organisations 2.4 Give reasons for selecting internal and external mail services 2.5 Describe the methods of calculating postage charges for mail or packages 2.6 Describe the types of problems that may occur with incoming and outgoing	

	mail and how to deal with these	
3. Be able to receive, distribute and collect internal mail or packages	<p>3.1 Receive, check and sort incoming mail or packages</p> <p>3.2 Identify and deal with unwanted junk mail or damaged items</p> <p>3.3 Identify and deal with suspicious items</p> <p>3.4 Distribute incoming mail or packages</p> <p>3.5 Collect, sort and prioritise outgoing mail or packages</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to handle mail.
4. Be able to follow procedures for despatching mail or packages	<p>4.1 Identify best options for despatching mail</p> <p>4.2 Agree a cost for despatching mail or packages</p> <p>4.3 Arrange services to collect outgoing mail or packages, if required</p> <p>4.4 Identify and prepare items for urgent or special delivery, where necessary</p> <p>4.5 Calculate correct postage charges for outgoing mail or packages</p> <p>4.6 Record postage costs</p> <p>4.7 Despatch outgoing mail or packages to agreed timescale</p>	
5. Be able to resolve, report or refer problems that may occur in handling mail or packages	<p>5.1 Identify where a problem may exist with incoming and outgoing mail or packages</p> <p>5.2 Resolve, report or refer problems with incoming and outgoing mail or packages</p>	

## Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner

- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

## Evidence requirements

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A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Incoming mail records
- Notes on discovery of suspicious items
- Organisation chart
- Evidence of research into despatch options
- Current postage rates and services
- Outgoing mail records
- Log book – special deliveries
- Franking machine records
- Evidence of reporting problems encountered
- Minutes of 1 to 1/team meetings

## Guidance on assessment and evidence requirements

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Refer to sections on Assessment and Evidence requirements above.

## National Occupational Standards (NOS) mapping/signposting

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This unit is based on the NOS BAA612 Handle mail.

## Functional skills signposting

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This section indicates where candidates may have an opportunity to develop their functional skills.

**Link to functional skills standards** <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓

Writing	✓	Interpreting	✓	Develop, present and communicate information	✓
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## Resources

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Access to a working environment with associated equipment and resources

## Additional information

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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](http://www.ocr.org.uk) .