

U29801:**Handle Mail****(Level 1)**

Unit Descriptor:

Receive, sort, distribute and dispatch mail.

At the end of this unit you will be able to apply the following skills:

- Reading
- Checking
- Sorting
- Recording
- Tracking mail
- Decision-making
- Problem solving
- Prioritising

ELEMENT**PERFORMANCE CRITERIA***To be competent you must achieve the following:*

1. Handle incoming mail.

1.1 Receive, check and register **incoming mail**.

1.2 Sort incoming mail.

1.3 Record and/or report suspicious or damaged items.

1.4 Distribute incoming mail.

1.5 Deal with urgent incoming mail correctly.

2. Handle outgoing mail.

2.1 Collect and sort **outgoing mail**.

2.2 Identify best options for dispatching mail

2.3 Prepare items for urgent or special delivery

2.4 Frank or stamp outgoing mail

2.5 Dispatch outgoing mail on time

2.6 Follow agreed procedures for recording and tracking mail.

RANGE STATEMENT

You must cover the items below:

Element 1:**A. Handle incoming mail**

- (i) Receiving
- (ii) Checking
- (iii) Registering
- (iv) Sorting

Element 2:**B. Handle outgoing mail**

- (i) Collect and sort
- (ii) Best option for dispatching
- (iii) Urgent or special delivery
- (iv) Frank or stamp
- (v) Record mail using agreed procedures

UNDERPINNING KNOWLEDGE AND SKILLS

You will know:

1. Why the efficient distribution of mail is important.
2. Your organisation's procedures for handling and recording mail and why you must follow these.
3. Your organizational structure and the titles, names, roles and locations of individuals and teams.
4. Your organisation's procedures for dealing with urgent incoming mail.
5. The range of internal and external mail services available and how to choose the most appropriate service.
6. Why security procedures are important when handling mail.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

1. Evidence for this unit is generated when you carry out real work in a private sector, not-for-profit or public service organization, whether full-time, paid or voluntary.
2. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
3. You need to show that you:

Element 1:**A. Handle incoming mail**

- (i) Receiving
- (ii) Checking
- (iii) Registering
- (iv) Sorting

Element 2:**B. Handle outgoing mail**

- (i) Collect and sort
- (ii) Best option for dispatching
- (iii) Urgent or special delivery
- (iv) Frank or stamp
- (v) Record mail using agreed procedures

Evidence may include:

Reviews; appraisals; personal development plans; continuous professional development records; log/mail book.

(2) Methods of Assessment

The following assessment methods can be used for this unit:

Performance evidence:	Observation Examination of work products
Supplementary evidence:	Witness testimony Questions*

*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

Here are some examples to give you some ideas about the sort of evidence that can be used for:

Performance criterion 1.3:	If no suspicious or damaged items are received during the assessment period, 'what if' questions should be asked to confirm competence.
Performance criterion 2.3:	If no items for urgent or special delivery are dispatched during the assessment period, 'what if' questions should be asked to confirm competence.
Performance criterion 2.4:	Performance evidence of franking or stamping mail should be gathered; supporting evidence that the candidate knows how to do the alternative is required.

(3) Context of Assessment

Simulation is not allowed for this unit.

(4) Links to other units

Evidence generated for this unit may contribute towards evidence for units:

- Carry out your responsibilities at work – Level 1
- Work within your own business environment – Level