### Unit 206  Handle mail

<table>
<thead>
<tr>
<th>UAN:</th>
<th>D/506/1813</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level:</td>
<td>2</td>
</tr>
<tr>
<td>Credit value:</td>
<td>3</td>
</tr>
<tr>
<td>GLH:</td>
<td>15</td>
</tr>
</tbody>
</table>

**Relationship to NOS:**
This unit is linked to the Business & Administration (2013) National Occupational Standards:
- CFABAA612 Handle mail.

**Assessment requirements specified by a sector or regulatory body:**
All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.

**Aim:**
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 outcome

The learner will:
1. Understand how to deal with mail.

### Assessment criteria

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:
   a. mail handling
   b. security
   c. the use of courier services
1.6 explain the process for reporting suspicious or damaged items in accordance with organisational procedures.

### Assessment Guidance

**Problems:**
- deadlines missed
- appointments missed
- banking of cheques delayed
- security issues, damage
Franking Machine:
- correct amount of postage used
- sufficient credit
- returning machine to minimum amount

Suspicious or damaged items:
- record date and time of receipt
- report to appropriate authority

Evidence may be supplied by:
- report
- questions
- professional discussion

Learning outcome
The learner will:
2. Be able to deal with incoming mail

Assessment criteria
The learner can:
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.

Assessment Guidance
Junk mail:
- throw away mail
- widely distributed mail
- unwanted

Evidence may be supplied by:
- observation
- case study/reflective account
- witness testimony

Learning outcome
The learner will:
3. Be able to deal with outgoing mail.

Assessment criteria
The learner can:
3.1 organise the collection of outgoing mail and packages on time
3.2 identify the best option for dispatching mail according to the:
   a. required degree of urgency
   b. size
c. value of the item

3.3 dispatch outgoing mail on time.

**Assessment Guidance**

**Evidence may be supplied by:**

- observation
- case study/reflective account
- witness testimony.