

**Unit Title:** Assist in handling mail

OCR unit number	108
Sector unit number	L/601/2455
Level:	1
Credit value:	2
Guided learning hours:	10

## Unit purpose and aim

This unit is about assisting with receiving, distributing or collecting internal and external mail or packages.

Learning Outcomes	Assessment Criteria	Exemplification
<b>The Learner will:</b> 1. Know how to receive, distribute and collect mail or packages to meet organisational procedures	<b>The Learner can:</b> 1.1 Describe the purpose of receiving, distributing and collecting mail or packages within agreed timescales 1.2 State organisational procedures for receiving, distributing and collecting mail or packages 1.3 State the names, roles and locations of individuals and teams to whom mail is distributed	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. Know how to identify and refer problems	2.1 State the problems that may occur with mail and packages 2.2 State when to refer problems	
3. Be able to assist with receiving, distributing and collecting mail or packages	3.1 Assist with: a) receiving and checking mail or packages b) sorting incoming mail or packages c) identifying and referring unwanted junk mail or damaged items d) identifying and referring suspicious items e) distributing mail	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to assist in handling mail.

	<p>f) collecting and sorting outgoing mail</p> <p>3.2 Refer any problems to the appropriate colleague, if appropriate</p>	
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## Assessment

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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/problems encountered
- Organisation chart
- Outgoing mail records
- Log book – special deliveries
- Franking machine records

## 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 BAA611 Assist in handling mail.

## Functional skills signposting

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	

## 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).