

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Handling Mail

Unit Reference Number: H/615/8151

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know why it is important for a business to handle mail efficiently, securely and safely	1.1 State how efficient distribution of mail benefits a business
	1.2 State why inaccuracies or delays can have a negative impact
	1.3 Identify procedures to protect confidential information in mail-handling
	1.4 Describe how to deal with suspicious or damaged items
2. Be able to deal with incoming mail	2.1 Sort incoming mail appropriately
	2.2 Distribute incoming mail accurately and to a given deadline
3. Be able to deal with outgoing mail	3.1 Collect and sort outgoing mail accurately and on time
	3.2 Dispatch outgoing mail on time