

# CFABAA611

## Assist in handling mail



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### Overview

Assist with checking, sorting, distributing and dispatching incoming or outgoing mail or packages.

Links: Communications; Customer Service

Specific skills:

1. checking
2. decision-making
3. prioritising
4. problem-solving

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### Performance criteria

*You must be able to:*

#### **Incoming Mail**

- P1 check incoming mail or packages
- P2 sort incoming mail or packages and dispose of unwanted 'junk' mail
- P3 identify and/or report suspicious or damaged items
- P4 distribute incoming mail or packages
- P5 refer any problems to the appropriate colleague

#### **Outgoing Mail**

- P6 collect and sort outgoing mail or packages
- P7 dispatch outgoing mail or packages on time
- P8 refer any problems to the appropriate colleague

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### Knowledge and understanding

*You need to know and understand:*

- K1 the purpose of distributing and dispatching mail to the correct recipient and within agreed timescales
- K2 the names, roles and locations of individuals and teams to whom mail is distributed
- K3 the organisational procedures for dealing with different types of mail or packages
- K4 the types of problems that may occur with incoming and outgoing mail or packages
- K5 when to refer problems and to whom problems should be referred

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