
Overview

This standard is about organising the distribution and collection of incoming and outgoing mail or packages and providing specialised mail services. It includes disposing of unwanted 'junk' mail and following procedures to deal with problems. It is for administrators who handle mail.

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Handle mail

Performance criteria

Incoming mail

You must be able to:

- P1 receive and check incoming mail or packages
- P2 sort incoming mail or packages
- P3 dispose of unwanted 'junk' mail
- P4 follow correct procedures for suspicious or damaged items
- P5 distribute incoming mail or packages
- P6 follow the correct procedures when there are problems with incoming mail

Outgoing mail

You must be able to:

- P7 collect and sort outgoing mail or packages
- P8 identify best options for dispatching mail
- P9 arrange for courier service to collect outgoing mail or packages where requested
- P10 prepare items for urgent or special delivery
- P11 calculate correct postage charges for outgoing mail or packages
- P12 record postage costs in line with agreed procedures
- P13 despatch outgoing mail or packages on time
- P14 follow the correct procedures when there are problems with outgoing mail

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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 within agreed timescales
- K2 the organisational structure and names, roles and locations of individuals and teams
- K3 the organisational procedures for dealing with different types of mail
- K4 the range of mail services available and how to choose the most appropriate service
- K5 organisational security procedures for handling mail or packages
- K6 approved courier services and how to make use of these
- K7 methods of calculating postage charges for mail or packages, e.g. franking, stamping, using on-line postage system
- K8 the types of problems that may occur with incoming and outgoing mail and how to deal with them

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Additional Information

Skills

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

Links to other NOS Communications; Customer Service

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