

**Unit Title:** Handling Mail  
**Unit Level:** Level 1  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJC354  
**Ofqual Unit Code:** F/506/0542

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know why it is important for a business to handle mail efficiently and securely.	1.1	State how efficient distribution of mail benefits a business.
		1.2	State why inaccuracies or delays can have negative impact.
		1.3	Identify procedures to protect confidential information.
2.	Be able to deal with incoming mail.	2.1	Demonstrate how to sort incoming mail appropriately.
		2.2	State how to deal with suspicious or damaged items.
		2.3	Demonstrate how to distribute incoming mail accurately and to a given deadline.
3.	Be able to deal with outgoing mail.	3.1	Demonstrate how to collect and sort outgoing mail accurately and on time.
		3.2	Demonstrate how to dispatch outgoing mail on time.

<b>Assessment Guidance:</b>
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NA
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<b>Additional Information:</b>
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