

## Assist in handling mail

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### Overview

This standard is about assisting with checking, sorting, distributing and dispatching incoming or outgoing mail or packages. Skills required for this standard involve organisation and communication.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

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## Performance criteria

You must be able to:

### **Incoming mail**

1. Check incoming mail or packages to ensure it is correctly addressed
2. Sort incoming mail or packages and dispose of unwanted 'junk' mail
3. Identify and/or report suspicious or damaged items
4. Distribute incoming mail or packages
5. Refer any problems to the appropriate colleague

### **Outgoing mail**

6. Collect and sort outgoing mail or packages
7. Dispatch outgoing mail or packages on time
8. Refer any problems to the appropriate colleague

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## Knowledge and understanding

You need to know and understand:

1. The purpose of distributing and dispatching mail to the correct recipient and within agreed timescales
2. The names, roles and locations of individuals and teams to whom mail is distributed
3. The organisational procedures for dealing with different types of mail or packages
4. The types of problems that may occur with incoming and outgoing mail or packages
5. When to refer problems and to whom problems should be referred

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<b>Originating Organisation</b>	Council for Administration
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<b>Suite</b>	Hospitality - Housekeeping and Front of House Reception
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