

Unit D79V 04 (1R2)

Distribute and dispatch mail

This Unit has the following elements:

Element 1 (1R2.1)

Receive, sort and distribute mail

Element 2 (1R2.2)

Dispatch mail

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit D79V 04 (1R2)

Distribute and dispatch mail

Unit Summary

This Unit is about handling incoming and outgoing mail for an organisation or department.

This Unit is the same as the Council for Administration Unit 107.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ receiving and checking mail
- ◆ distributing mail to the right people
- ◆ putting documents in envelopes
- ◆ stamping or franking mail
- ◆ making sure mail goes out at the right time

Simulation

Simulation is acceptable for this Unit. You should bear in mind that the overall assessment strategy is for candidates to produce performance evidence from real work produced by doing their job. As this is an optional Unit you should discuss the appropriateness of the Unit with the candidate if simulation is the only way for candidates to achieve performance evidence.

Simulation should be an exception where there is a lack of real work evidence eg where it is too costly or there is a lack of opportunity in the workplace due to the candidate's personal circumstances.

Unit D79V 04 (1R2)

Distribute and dispatch mail

Element 1 (1R2.1)

Receive, sort and distribute mail

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Follow the correct procedures for receiving incoming mail	
2	Follow the correct procedures for sorting incoming mail	
3	Identify any damaged or suspicious items and report them immediately to the relevant person	
4	Make sure that incoming mail goes to the right person as soon as possible	
5	Report any delays in mail distribution to the relevant person as soon as possible	
6	Explain the reason for any delays and when the mail should be ready	

What you must cover (minimum requirement for observation in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Both of the following types of mail:</i>						
letters						
parcels						
<i>From both of the following destinations:</i>						
inside the organisation						
outside the organisation						

Examples of evidence

Observing the candidate dealing with letters and parcels both internally and externally for distribution and dispatch whilst performing their job eg following any organisational procedures before distributing mail, such as date stamping, recording the details of any damaged mail.

Work products produced by the candidate whilst performing their job eg entries in a dispatch post book where an individual signs as confirmation that they have received special or urgent mail.

Authentic witness testimonies eg from the candidate's line manager, team leader or the person receiving the mail.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D79V 04 (1R2)**Distribute and dispatch mail****Element 1 (1R2.1)****Receive, sort and distribute mail**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D79V 04 (1R2)

Distribute and dispatch mail

Element 2 (1R2.2)

Dispatch mail

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Follow the correct procedures for dispatching mail	
2	Check that the mail contains all the items it should	
3	Seal the mail securely and protect the contents from accidental damage	
4	Make sure that the mail is addressed according to postal service and organisational requirements	
5	Stamp or frank the mail correctly	
6	Make sure the mail goes out at the time requested	
7	Report any problems with the mail as soon as possible to the relevant person	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Both of the following types of mail:</i>						
letters						
parcels						
<i>Going to both of the following destinations:</i>						
inside the organisation						
outside the organisation						

Examples of evidence

Observing the candidate dispatching letters and parcels both internally and externally for distribution whilst performing their job eg preparing mail for dispatch by sealing mail, checking the weight prior to stamping or franking.

Work products produced by the candidate whilst performing their job eg copies of e-mails or faxes regarding dispatch of mail by courier.

Authentic witness testimonies eg from the candidate's line manager, team leader or the person the work was prepared for.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D79V 04 (1R2)**Distribute and dispatch mail****Element 2 (1R2.2)****Dispatch mail**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D79V 04 (1R2)**Distribute and dispatch mail**

What you must know for the Unit	
For the whole Unit	
K1	Your organisation's procedures for receiving and dispatching internal and external mail
K2	Why it is important to meet deadlines when distributing and dispatching mail
Element 1 (1R2.1) Receive, sort and distribute mail	
K3	How to sort and record incoming mail
K4	Why it is important to identify and report suspicious or damaged items and how to do so
K5	How to deal correctly with urgent and confidential mail
K6	The procedures for directing mail to the correct person
K7	Why you must report any delays and who to report these to
Element 2 (1R2.2) Dispatch mail	
K8	Why it is important to make sure all mail is securely sealed
K9	How to seal different types of mail, for example large envelopes or parcels
K10	How to pack items to avoid damage
K11	What to do if items are missing
K12	How to address mail correctly
K13	How to calculate the correct postal charge for items of different weights
K14	What a franking machine is and what it does
K15	How to use a franking machine
K16	Why it is important for mail to go out on time

Knowledge evidence retained

Assessor signature: _____**Date:** _____

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback