

**Unit DR6F 04 (2R8)**

**Handle mail and book external services**

This Unit has the following elements:

**Element 1 (2R8.1)**

**Handle mail and messages**

**Element 2 (2R8.2)**

**Book external services**

**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 DR6F 04 (2R8)**

## **Handle mail and book external services**

### **Unit Summary**

This Unit is about collecting, sorting and distributing mail and booking external services such as transport.

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

- ◆ collecting, sorting and distributing mail and messages
- ◆ contacting customers and suppliers
- ◆ booking services from suppliers
- ◆ giving information to customers

**Unit DR6F 04 (2R8)**

**Handle mail and book external services**

**Element 1 (2R8.1)**

**Handle mail and messages**

What you must do (circled numbers must be observed)		Assessor initials/date
①	Collect <b>mail</b> and <b>messages</b>	
②	Sort and distribute <b>mail</b> and <b>messages</b> to the correct person or place	
③	Deal with <b>mail</b> and <b>messages</b> which have not been collected and distributed in line with workplace procedures	
④	Make sure that <b>mail</b> and <b>messages</b> are kept secure	

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 questioning or witness testimony						
<b>Mail</b> , at least <b>one</b> required from the following:						
letters						
parcels						
registered or courier delivered post						
<b>Messages</b> , at least <b>two</b> required from the following:						
faxes						
emails						
typed/handwritten memos						

**Unit DR6F 04 (2R8)****Handle mail and book external services****Element 1 (2R8.1)****Handle mail and messages**

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

**Unit DR6F 04 (2R8)**

**Handle mail and book external services**

**Element 2 (2R8.2)**

**Book external services**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Identify customer needs and requirements	
②	Identify organisations correctly and contact them as requested	
③	Book <b>services</b> which meet customer needs	
④	Provide <b>customers</b> with accurate details of the booking and of any alternatives offered	
⑤	Follow your organisation's procedures for booking <b>services</b>	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i><b>Services, at least two required from the following:</b></i>						
transport						
deliveries						
entertainment						

**Unit DR6F 04 (2R8)****Handle mail and book external services****Element 2 (2R8.2)****Book external services**

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

**Unit DR6F 04 (2R8)****Handle mail and book external services**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Why it is important to deal with everyone you communicate with politely and helpfully
<b>Element 1 (2R8.1) Handle mail and messages</b>	
K2	Legal requirements for handling mail and messages
K3	Safe and hygienic working practices when handling mail, messages and written communications
K4	Your organisation's procedures for handling and distributing mail and why these are important
K5	Why suspicious items should be reported immediately
K6	Why written communications should be secured against unauthorised access
K7	What the procedures are for recorded delivery and registered mail
K8	The type of unexpected situations and problems that may occur and how to deal with these
<b>Element 2 (2R8.2) Book external services</b>	
K9	The types of services you may be asked to book and the procedures you should follow
K10	Why it is important to give accurate verbal and written information to customers
K11	Why confirmation and deposits are required from customers
K12	The type of unexpected situations and problems that may occur and how to deal with these

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

**Unit DR6F 04 (2R8)****Handle mail and book external services**

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



Assessor Feedback