

Unit PPL1FOH2 (HL3P 04) Assist in Handling Mail

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC).The assessor **must** assess PCs 1, 4, 6 and 7 by directly observing the candidate’s work. PCs 2, 3, 5 and 8 may be assessed by alternative methods if observation is not possible. |
| **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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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | |
| **What you must do** | | | | | | | |
|
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 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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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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