H

Skills for Health

SS15 Distribute and dispatch mail

OVERVIEW

This standard is about handling incoming and outgoing mail for an organisation or department. You must receive, sort and distribute incoming mail, identifying damaged or suspect items and reporting any delays that may occur. You must check and seal outgoing mail, ensuring that it correctly addressed and franked/stamped. You are expected to report any problems or difficulties that arise during your work promptly to the relevant person.Users of this standard will need to ensure that practice reflects up to date information and policies.Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. your organisation's procedures for receiving and dispatching internal and external mail
2. why it is important to meet deadlines when distributing and dispatching mail
3. how to sort and record incoming mail
4. why it is important to identify and report suspicious or damaged items and how to do so
5. how to deal correctly with urgent and confidential mail
6. the procedures for directing mail to the correct person
7. why you must report any delays and who to report these to
8. why it is important to make sure all mail is securely sealed
9. how to seal different types of mail, for example large envelopes or parcels
10. how to pack items to avoid damage
11. what to do if items are missing
12. how to address mail correctly
13. how to calculate the correct postal charge for items of difference weights
14. what a franking machine is and what it does
15. how to use a franking machine
16. why it is important for mail to go out on time

PERFORMANCE CRITERIA

You must be able to do the following:

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
7. follow the correct procedures for dispatching mail
8. check that the mail contains all the items it should
9. seal the mail securely and protect the contents from accidental damage
10. make sure that the mail is addressed according to postal service and organisational requirements
11. stamp or frank the mail correctly
12. make sure the mail goes out at the time requested
13. report any problems with the mail as soon as possible to the relevant person

ADDITIONAL INFORMATION

This standard was developed by the Council for Administration as Unit 107.This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):Dimension: EF3 Transport and Logistics