

Domain Title:	OFFICE ADMINISTRATION Handle office mail	Unit ID: 94
Level: 1		Credits: 4

Purpose

This unit standard specifies the competencies required to handle office mail. It includes the receiving and distributing of incoming mail, the receiving and dispatching of outgoing mail, organising of same day deliveries and the maintaining of confidentiality. This unit standard is intended for those who work in an office environment.

Special Notes

1. Entry information
Prerequisite
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.

2. To demonstrate competence, at a minimum, evidence is required of receiving and distributing incoming and outgoing mail, organising urgent and same day deliveries and maintaining the confidentiality of information. These tasks must be performed ensuring correct identification of requirements and finishing of the job, correct selection and use of appropriate processes, tools and equipment and completing all work to specification.

3. Assessment evidence may be collected from a real workplace, a simulated real workplace or an appropriate simulated realistic environment in which office administration operations are carried out.

4. Office equipment and mail may include but are not limited to letter openers, date stamps, addressing machines, folding machines, sealing machines, scales, weighing machines and stamp franking machines.

5. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.

6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - Occupational Health and Safety Regulations No. 18, 1997
 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Receive and distribute incoming mail

Performance Criteria

- 1.1 Incoming mail is checked and registered in accordance with organisational policy and procedures.
- 1.2 Mail recipients are identified.
- 1.3 Urgent and confidential mail is identified and distributed.
- 1.4 Mail is sorted and dispatched to respective person.
- 1.5 Damaged and incorrectly addressed items are recorded and reported in accordance with organisational policies and procedures.
- 1.6 Appropriate office equipment is selected and used.

Element 2: Receive and dispatch outgoing mail

Performance Criteria

- 2.1 Outgoing mail is received, checked and sorted to ensure all items are correctly dispatched.
- 2.2 Outgoing mail is registered according to organisational requirements.
- 2.3 Mail is dispatched according to organisational requirements.
- 2.4 Appropriate office equipment is selected and used.

Element 3: Organise urgent and same day deliveries

Performance Criteria

- 3.1 Distribution lists are prepared and maintained.
- 3.2 Outgoing mail is recorded and stored in accordance with organisational requirements.
- 3.3 Mail is dispatched to meet prescribed timeframe.

Element 4: Maintain confidentiality of information.

Range

Security and confidentiality risks include risks regarding secure collection, sorting, packaging and release of confidential information involving colleagues, the company and clients.

Performance Criteria

- 4.1 Security and confidentiality risks are identified.
- 4.2 Organisational procedures with regard to the confidentiality of information are applied.

Registration Data

Subfield:	Business Services
Date first registered:	28 September 2006
Date this version registered:	28 September 2006
Anticipated review:	2011
Body responsible for review:	Namibia Training Authority