



Administration (Business Professional)

Unit Title:	Welcome visitors
OCR unit number:	4
Level:	1
Credit value:	2
Guided learning hours:	20
Unit reference number:	M/502/4006

Unit aim

This unit aims to develop learners' knowledge, skills and understanding of administrative tasks associated with welcoming visitors.

Learning outcomes	Assessment criteria	Knowledge, understanding and skills
The Learner will: 1 Be able to welcome visitors in a positive way	The Learner can: 1.1 Welcome visitors and establish the purpose for their visit 1.2 Follow organisational procedures for receiving visitors 1.3 Answer routine questions 1.4 Make visitors feel welcome during any period of waiting 1.5 Use appropriate tone and language, including body language, when dealing with visitors	<ul style="list-style-type: none">• The importance of listening, understanding and making oneself understood• Understanding customers and ensuring they also understand• Asking appropriate questions• Interpreting body language• Types of problems that may occur and how to cope with them: limit of authority, when and how to pass problems to an appropriate person
2 Know why it is important to an organisation that visitors are made welcome	2.1 State how treating visitors politely and in a positive way benefits the organisation	<ul style="list-style-type: none">• Why a positive image is important• Importance of personal presentation – clean and tidy hair, fingernails, shoes• Importance of suitable work clothes• Importance of manners and attitude

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website www.ocr.org.uk .

Functional skills signposting

The functional skills mapping for this unit is detailed in the centre handbook which can be found on the OCR website www.ocr.org.uk .

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .