

Unit Title: Provide reception services

OCR unit number	211
Sector unit number	K/601/2480
Level:	2
Credit value:	3
Guided learning hours:	15

Unit purpose and aim

This unit is about providing a reception service in a business environment, acting as the first point of contact between a business, its clients and the public.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the purpose of reception services in a business environment</p>	<p>The Learner can:</p> <p>1.1 Explain the purpose of the receptionist role as the first point of contact between the public / client and an organisation</p> <p>1.2 Explain the purpose of presenting a positive image of self and the organisation</p> <p>1.3 Explain how to present a positive image of self and the organisation</p>	<p>Learning outcomes 1 to 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.</p>
<p>2. Understand the procedures to be followed when providing reception services</p>	<p>2.1 Describe the structure and lines of communication in an organisation</p> <p>2.2 Explain how the structure in an organisation affects lines of communication</p> <p>2.3 Explain the purpose of entry, departure, security and confidentiality procedures, including own responsibilities</p> <p>2.4 Explain how to carry out entry, departure, security and confidentiality procedures in a reception area</p>	

	<p>2.5 Explain the purpose of health and safety procedures when providing a reception service, including own responsibilities</p> <p>2.6 Explain how to carry out health and safety procedures in a reception area</p> <p>2.7 Describe the emergency procedures and your role within them</p> <p>2.8 Describe the types of problems that may occur with visitors including, conflict and aggression</p> <p>2.9 Explain ways of dealing with problems and when to refer them to an appropriate colleague</p>	
<p>3. Understand ways of improving reception services and developing own role</p>	<p>3.1 Explain the purpose of suggesting ideas for improving a reception area</p> <p>3.2 Explain the purpose of carrying out additional duties, if applicable, and give examples</p>	
<p>4. Provide a reception service</p>	<p>4.1 Present a positive image of self and the organisation</p> <p>4.2 Provide individuals with requested information and other useful information, within guidelines on confidentiality</p> <p>4.3 Follow entry and exit security procedures, if required</p> <p>4.4 Follow relevant health and safety procedures</p> <p>4.5 Deal with problems that may occur, if necessary</p> <p>4.6 Refer problems, as required</p> <p>4.7 Make sure a reception area gives a positive image of the organisation</p> <p>4.8 Make suggestions for improving a reception area, as required</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to provide reception services.</p>

	<p>4.9 Follow organisational procedures in the event of an accident or emergency, as required</p> <p>4.10 Look for and complete additional task(s) during quiet periods, as required</p>	
--	--	--

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational and security procedures
- Visitors log
- Appointments records
- Copy of messages passed to colleagues
- Emails sent to colleagues
- Analysis of reception area and facilities available to visitors
- Recommendations for improvements
- Feedback from visitors
- Minutes of one-to-one discussions
- Minutes of team meetings
- Appraisals
- Personal development plans

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAC312 Provide reception services.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .