Unit Title:	**Meet and welcome visitors in a business environment**
OCR unit number:	13
Level:	1
Credit value:	2
Guided learning hours:	20
Unit reference number:	A/506/1799

Unit aim and purpose

This unit aims to develop the knowledge and skills required to meet and welcome visitors in a business environment. Upon completion of this unit, learners will be able to meet visitors in a business environment.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to meet visitors in a business environment	**The Learner can:** 1.1 State an organisation's procedures for dealing with **visitors** 1.2 Describe the standards of personal behaviour and presentation that an organisation should expect from staff that meet and welcome visitors 1.3 Identify any organisational health, safety and security requirements relevant to visitors 1.4 Describe what to do and who to contact when problems with visitors arise	This should cover planned and unexpected **visitors**
2 Be able to meet visitors in a business environment	2.1 Welcome visitors politely in accordance with organisational standards 2.2 Confirm the identity of visitors and the reasons for their visit 2.3 Check that any health, safety and security actions are carried out 2.4 Record visitors' arrival and departure in accordance with organisational procedures 2.5 Inform those who are being visited of the arrival of their visitor(s) in accordance with organisational standards 2.6 Present a positive	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	personal image in accordance with organisational standards	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAC311	• Meet and welcome visitors

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 .

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