

Unit Title:	Meet and welcome visitors
OCR unit number	256
Sector unit number:	Y/601/2457
Level:	2
Credit value:	3
Guided learning hours:	23

Unit purpose and aim

This unit covers the procedures to follow and hospitality to offer when meeting and welcoming visitors to business premises.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	The Learner can:	
1. Understand procedures for meeting and welcoming visitors	1.1. Describe different reasons for people visiting a business, their requirements and how their needs may be met 1.2 Explain the purpose of dealing with visitors promptly and courteously 1.3 Explain the purpose of presenting a positive image of self and the organisation 1.4 Explain the purpose of following health, safety and security procedures when dealing with visitors, including own responsibilities 1.5 Describe different types of problems that may occur with visitors including, conflict and aggression 1.6 Describe ways of dealing with different problems and when to refer them to an appropriate colleague 1.7 Explain the purpose of communicating with	This learning outcome 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>visitors</p> <p>1.8 Describe organisation structures and communication channels within the organisation</p>	
<p>2. Be able to meet and welcome visitors</p>	<p>2.1 Greet visitor(s) and make them feel welcome</p> <p>2.2 Identify visitors and the reason for their visit</p> <p>2.3 Use the organisation's systems to receive and record visitors, as appropriate</p> <p>2.4 Make sure visitors' needs are met</p> <p>2.5 Present positive image of self and the organisation</p> <p>2.6 Follow health, safety and security procedures, as required</p> <p>2.7 Inform others of visitors' arrival, as required, in line with appropriate communication channels</p> <p>2.8 Deal with any problems that may occur, or refer problems to the appropriate person</p> <p>2.9 Follow procedures for departing visitors, as required</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to meet and welcome visitors.</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:

- Visitors signing in book
- Annotated Health and Safety procedures
- Minutes of 1 to 1 discussions/team meetings
- Records of training undertaken in relation to reception (CPD records)
- Appraisals
- Reviews
- Personal development plans
- Notes on problems encountered and action taken

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 BAC311 Meet and welcome visitors.

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 .