

UAN:	H/506/1814
Level:	2
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to the Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> CFABAC312 Provide reception services.
Assessment requirements specified by a sector or regulatory body:	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Aim:	This unit aims to develop the knowledge and skills required to provide reception services. Upon completion of this unit, learners will be able to provide reception services.

Learning outcome
The learner will: 1. Understand reception services.
Assessment criteria
The learner can: 1.1 explain the receptionist's role in representing an organisation 1.2 explain an organisation's structure and lines of communication 1.3 describe an organisation's standards of presentation 1.4 explain the: a. health b. safety c. security implications of visitors to a building 1.5 explain how to deal with challenging people .

Assessment Guidance
Receptionist's role: <ul style="list-style-type: none"> security first impression of organisation deal with/greet visitors answer the telephone/transfer calls data input

- receive mail/packages

Organisation's structure:

Presentation:

Challenging people:

Evidence may be supplied by:

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Learning outcome

The learner will:

2. Be able to provide a reception service.

Assessment criteria

The learner can:

- 2.1 welcome visitors in accordance with organisational standards
- 2.2 direct visitors to the person they are visiting in accordance with organisational standards
- 2.3 record visitors' arrivals and departures in accordance with organisational procedures
- 2.4 provide advice and accurate information within organisational guidelines on confidentiality
- 2.5 keep the reception area tidy and materials up-to-date
- 2.6 answer and deal with telephone calls within organisational standards
- 2.7 adhere to organisational procedures on:
 - a. entry
 - b. security
 - c. health
 - d. safety.

Assessment Guidance

Evidence may be supplied by:

- observation
- case study/reflective account
- witness testimony.