Unit Title:	**Use a telephone and voicemail system**
OCR unit number:	8
Level:	1
Credit value:	2
Guided learning hours:	20
Unit reference number:	K/506/1796

Unit aim and purpose

This unit aims to develop the knowledge and skills required to use a telephone and voicemail system. Upon completion of this unit, learners will be able to make telephone calls, receive telephone calls, and use voicemail systems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to use a telephone and voicemail system	**The Learner can:** 1.1 Outline how a caller's experiences affect their view of an organisation 1.2 Outline organisational standards and procedures for communicating on the telephone 1.3 State the importance of following organisational standards and procedures when making and receiving telephone calls 1.4 State organisational fault reporting procedures 1.5 Describe why it is important to follow security and data protection procedures when using a telephone system 1.6 State the information to be given out when transferring calls, taking or leaving messages 1.7 State organisational guidelines for deleting voicemail messages	
2 Be able to make telephone calls	2.1 Identify the reason for making a call 2.2 Obtain the name and number(s) of the person to be contacted 2.3 Communicate information to achieve the call objective(s)	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	2.4 Communicate in a way that meets organisational standards and guidelines	
3 Be able to receive telephone calls	3.1 Identify the caller in accordance with organisational procedures 3.2 Deal with calls in accordance with organisational procedures 3.3 Pass calls to the right person/department 3.4 Take messages when the person to be contacted is unavailable 3.5 Represent an organisation in a way that meets the required standards and guidelines	
4 Be able to use voicemail systems	4.1 Use voicemail systems in accordance with **manufacturers' instructions** 4.2 Keep the voicemail message system up to date 4.3 Pass on accurate messages in accordance with organisational policies	**Manufacturers' instructions** may include: • Instruction leaflets • Safe and best practice usage guidelines

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:	CFABAA621 CFABAA622	• Make and receive telephone calls • Use voicemail message systems

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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 .