OCR
Oxford Cambridge and RSA

Unit Title:	**Provide reception services**
OCR unit number:	13
Level:	2
Credit value:	3
Guided learning hours:	15
Unit reference number:	H/506/1814

Unit aim and purpose

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 Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand reception services	**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 health, safety and security implications of visitors to a building 1.5 Explain how to deal with **challenging people**	**Organisation's structure** to include the departments and contact points for referrals **Challenging people** may include those who have: • problems/questions • additional needs/requirements • poor communication skills and language barriers Or be: • angry • unreasonable • confused
2 Be able to provide a reception service	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	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	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 entry, security, health and safety	Where possible, adherence to **organisational standards** should be confirmed by a line manager or experienced colleague.

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:	CFABAC312	• Provide reception services

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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