Technical and Vocational Education and Training (TVET) Council

Occupational Standards
of Competence

Reception

Level 2

#7 "Chelwood", 8th Avenue Belleville, St. Michael, Barbados

Telephone: (246) 435-3096   Fax: (246) 429-2060   E-mail: office@tvetcouncil.com.bb
          (246) 228-3383/84

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Hospitality Training Foundation (HTF) United Kingdom

Qualification Overview

NVQB

In

Reception

Level 2

QUALIFICATION OVERVIEW

Who is the qualification for?

The **NVQ in Reception Level 2** is for individuals whose reception role requires well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited. They are likely to be in roles where for example they:

- Greet guests and other visitors
- Deals with booking and confirmation of reservations.
- Register and checks out guests
- Directs handling of luggage and transportation
- Post guest charges, accepts payment of bills and deposits valuables
- Assembles and types guest folios containing hotel/establishment information.
- Liaises with external agencies and establishments
- Collects and sorts mail or messages and/or arranges for delivery of mail/messages.

Normally, persons working at **Level 2** need to use common sense and show initiative when in contact with customers and be able to deal with customer expectations that are out of the ordinary. They may communicate using simple or standard forms of written communication in addition to verbal communication and are expected to follow company procedures and also be able to make simple suggestions for improvement in reception.

Relevant occupations include:

- Reservations Clerk
- Concierge
- Receptionist

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

How the qualification is structured:

To achieve the full qualification, candidates must complete twelve (12) mandatory units.

Mandatory Units (All must be completed)

Unit 1	Create and maintain effective working relationships
Unit 2	Maintain customer care
Unit 3	Maintain a safe and secure working environment
Unit 4	Handle the arrival of guests and groups
Unit 5	Prepare guest accounts and handle departures
Unit 6	Maintain information systems to support service delivery

Qualification Overview…/Continued

Mandatory Units.../continued (All must be completed)

Unit 7   Handle bookings
Unit 8   Handle communications and book external services
Unit 9   Exchange foreign cash and travellers' cheques
Unit 10   Maintain data in a computer system
Unit 11   Maintain payment point and handle cash and non-cash payments
Unit 12   Operate organizational systems on behalf of customers

Evidence Requirements

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- All the performance criteria in each element.

- All the range in each element.

- All the evidence requirements.

- All the relevant knowledge and understanding listed.

- Competence must be demonstrated consistently in the workplace over a period of time.

The candidate must produce varied performance evidence and knowledge evidence derived from different situations over a period of time in the workplace.

Unless otherwise stated within the evidence requirements, all performance evidence must come from (**real work**) with external or internal customers within the workplace. Work being defined as the provision of a service or product by the candidate that if not carried out would require the organization to employ someone else to execute the task.

Simulation

Unless otherwise stated in the evidence requirements, simulation is acceptable only as a supplementary form of evidence for certain range statements and performance criteria. These situations may include generic health and safety, fire and contingency activities for which the opportunity for assessment is often minimal in the workplace. It **should not** include routine activities.

APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE

RECETPION – LEVEL 1 – A001 01

To achieve the full award, candidates must complete all **Twelve (12) Mandatory units.**

Mandatory Units	**TVETC Number**

1   Create and maintain effective working relationships   U00106

    1.1   Gain the trust and support of colleagues and team members
    1.2   Gain the trust and support of one's immediate manager

2   Maintain customer care   U00206

    2.1   Handle customers
    2.2   Handle customer complaints
    2.3   Handle customer incidents

3   Maintain a safe and secure working environment   U00306

    3.1   Maintain personal health and hygiene
    3.2   Carry out procedures in the event of fire
    3.3   Deal with the discovery of suspicious items/packages
    3.4   Carry out procedures in the event of an accident
    3.5   Maintain a safe work environment for customers, staff and visitors
    3.6   Maintain a secure environment for customers, staff and visitors

4   Deal with the arrival of guests and groups   U01002

    4.1   Deal with the arrival of guests without advanced bookings
    4.2   Prepare for and deal with the arrival of guests with advanced bookings
    4.3   Prepare for and deal with arrival of groups

5   Prepare guest accounts and deal with departures   U01102

    5.1   Prepare and maintain guest accounts
    5.2   Deal with departure of guests

6   Maintain information systems to support service delivery   U01202

    6.1   Supply and respond to information
    6.2   Record and store information

APPROVED NATIONAL VOCATIONAL QUALIFICATIONS STRUCTURES

RECEPTION - LEVEL 2 – A001 02

Mandatory Units/Continued	**TVETC Number**

7   Deal with bookings   U01302

   7.1   Deal with bookings enquiries
   7.2   Confirm, cancel and amend bookings

8   Deal with communications and book external services   U01402

   8.1   Deal with incoming telephone calls
   8.2   Make telephone calls
   8.3   Handle mail, message and written communication
   8.4   Book external services

9   Exchange foreign cash and travelers cheques   U01502

   9.1   Exchange foreign cash
   9.2   Exchange foreign travelers cheques

10   Maintain data in a computer system   U01602

   10.1   Input data and text into computer system
   10.2   Locate and retrieve data from a computer system
   10.3   Print documents using a computer system

**11   Maintain payment point and handle cash and non-cash
         payments**   U00406

   11.1   Maintain payment point for cash and non-cash payments
   11.2   Handle cash and non-cash payments

12   Operate organizational systems on behalf of customers   U01702

   12.1   Record and store information
   12.2   Deliver products or services to customers
   12.3   Maintain service when systems go wrong

Glossary of Terms

NVQB

in

Reception Level 2

Assessment methods

The assessment methods describe the methods, which should be used to assess performance and underpinning knowledge.

Assessors

The Assessor's role is to assess the work carried out by candidates and use this evidence to judge whether the candidate has met the standard laid down in the NVQ element. The Assessor needs to be competent to assess to national standards in the area under assessment.

Approved Centre

Organisation/centre approved by the TVET Council to offer full National Vocational Qualifications.

Case Studies

In situations where it is difficult for workplace assessment to take place, case studies can offer the candidate an opportunity to demonstrate potential competence.

A case study is a description of an actual or imaginary situation presented in some detail. The way the case study is presented will vary depending upon the candidate, but the most usual methods are written, taped or filmed.

The main advantage of a case study is the amount of evidence of underpinning knowledge they can generate and the specific nature of the evidence produced.

Competence

In the context of vocational qualifications, competence means: the ability to carry out prescribed activities to nationally pre-determined standards in an occupation. The definition embraces cognitive, practical and behavioural skills, underpinning knowledge and understanding, and the ability to react appropriately in contingency situations.

Element

An element is a description of an activity, which a person should be able to do. It is a description of an action, behaviour or outcome, which a person should be able to demonstrate.

Explanation of NVQ Levels

NVQs cover five (5) levels of competence, from entry level staff at Level 1 through to senior management at Level 5.

Level 1 – Entry Level

Recognises competence in a range of varied work activities performed in a variety of contexts.

Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 – Skilled Occupations:

Recognises competence in a broad range of varied work activities performed in a variety of contexts, some of which are complex and non-routine. Some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 – Technician and Supervisory Occupations:

Recognises competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirement. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 – Technical Specialist and Middle Management Occupations:

Recognises competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of resources, as well as personal accountabilities for analysis, diagnosis, design, planning, execution, and evaluation.

Level 5 – Chartered, Professional and Senior Management Occupations:

Recognises the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognises technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.

External Verifier

Person trained and appointed by the TVET Council and competent to approve and ensure an approved centre's quality of provision.

Extracted workplace examples

This could be something produced during the normal course of work, which can be used for evidence purposes such as reports, menus, promotional literature, training plans, etc.

Internal Verifier

The Internal Verifiers act in a supporting role for Assessors and ensure consistent quality of assessment and competence. Needs to be competent to assess to national standards in the area under assessment.

Key role

Key roles are the broadest descriptions of the activities required in employment. They describe the principle components of work and help shape the standards into a comprehensive structure. This structure is then broken down into further units of competence.

NVQ

National Vocational Qualifications (NVQs) are work-based qualifications that assess someone's competence in a work situation and certify that the individual can perform the work role to the standards expected in employment.

NVQs are based on national occupational standards of competence drawn up by standards-setting bodies known as Industry Lead Bodies. The standards describe the level and breadth of performance that is expected of persons working in the industry or sector which the NVQ covers.

NVQ Coordinator

Within each approved centre offering NVQs, there will be a centre contact who takes overall responsibility for the operation and administration of the NVQ system.

Observation

Observation of the candidate carrying out his/her job in the workplace is the assessment method recommended in the vast majority of units and elements. Observation of staff carrying out their duties is something that most supervisors and managers do every day.

Performance criteria

Performance criteria indicate what is required for the successful achievement of an element. They are descriptions of what you would expect to see in competent performance.

Performance evidence

Performance evidence is evidence, which either shows how the candidate carried out real work, or takes the form of the product (or result) of real work undertaken by the candidate.

Questioning

Questioning can sometimes be used to assess a candidate in those areas of work listed in the range, which cannot be assessed by observation. Guidance on when this assessment method can be used is given in the assessment guidance of each individual element.

Questioning is also one of the most appropriate ways you will be able to collect evidence to assess a candidate's underpinning knowledge and understanding.

As an assessment method, questioning ensures you have all of the evidence about a candidate's performance. It also allows you to clarify situations.

Range statements

A range puts the element of competence into context. A range statement is a description of the range of situations to which an element and its performance criteria is intended to apply.

Range statements are prescriptive therefore each category must be assessed.

Role-plays

Role-plays are simulations where the candidate is asked to act out a situation in the way he/she considers "real" people would behave. By using role-play situations to assess a candidate you are able to collect evidence and make a judgment about how the candidate is most likely to perform. This may be necessary if the range specified includes a situation in which the candidate is

Role-plays (Cont'd)

unlikely to find himself/herself, or where the candidate needs to develop competence, for example, in a disciplinary situation, before being judged competently.

Simulations

Where possible, assessment should always be carried out by observing **natural performance** in the workplace. **Simulated performance,** however, can be used where specified to collect evidence about an aspect of the candidate's work, which occurs infrequently or is potentially hazardous; for example, dealing with fires. It is also possible that simulation could be used for the generation of evidence for some of the range items.

By designing the simulated situation, briefing the candidate and observing his/her performance, you will be able to elicit evidence which will help you judge how a candidate is **most likely** to perform in real life.

Supplementary evidence

Supplementary evidence can be used to confirm and support performance evidence. Types of supplementary evidence include: records of candidate's answers to questions asked by the assessor to confirm the candidate's competence; records of questioning to confirm details contained within the witness testimonies; simulation (see note in glossary).

THLB

Tourism and Hospitality Lead Body

Underpinning knowledge

Underpinning knowledge indicates what knowledge is <u>essential</u> for a person to possess in order to successfully achieve an element and prove total competence.

Units

A unit of competence describes one or more activities, which form a significant part of a person's work. Units are accredited separately but in combination can make up a national vocational qualification. There are three categories of units:

Mandatory units – are core to a qualification and have to be completed.

Units (Cont'd)

Elective units – within some qualifications, which allow the candidate to choose a number of individual units from a specific group.

Additional units – are units, which do not have to be completed to achieve a qualification.

Work-based projects

Work-based projects are a useful way for you to collect evidence to support any decision you make about a candidate's performance. They are particularly appropriate in determining the level of a candidate's underpinning knowledge and understanding where it may be insufficient to rely only on questioning or observation.

A project often involves the identification of a solution to a specific problem identified by you and/or the candidate (such as looking at ways to redress a recent drop in sales), or may be a structured program of work built around a central situation or idea (such as the introduction of a new job roistering process).

U00106:   **Create and maintain effective working relationships**

Unit Descriptor:

> This unit describes the competence required to create and
> maintain effective working relationships.
>
> **The unit describes the essential abilities of:**
>
> ■ Communicating effectively
>
> ■ Managing time
>
> ■ Problem solving
>
> ■ Developing new skills to improve performance
>
> ■ Operating within organisational procedures.
>
> ■ Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Gain the trust and support of colleagues and team members	1.1 Communication with colleagues and team members about proposed activities take place at appropriate times and in a manner which encourages open, frank discussion.
	1.2 Colleagues and team members are sufficiently informed about organization plans and activities.
	1.3 Commitments made to colleagues and team members are realistic and honoured.
	1.4 The manner in which colleagues and team members are treated shows respect for individuals and the need for confidentiality.

	1.5 Colleagues and team members receive sufficient support to achieve work objectives.
	1.6 Evaluations of output and behaviour at work are discussed with colleagues and team members promptly and directly.
	1.7 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
	1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
2. Gain the trust and support of one's immediate manager	2.1 The immediate manager receives timely and accurate reports on activities, issues, progress, results and achievements.
	2.2 The immediate manager receives clear, accurate and timely information about emerging threats and opportunities.
	2.3 The immediate manager is consulted about organizational policies and ways of working at appropriate times.
	2.4 Proposals for action are realistic, clear and presented at an appropriate time.
	2.5 Where there are disagreements with the immediate manager, constructive efforts are made to resolve them.
	2.6 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
	2.7 All work is carried out in an organized and efficient manner in accordance with organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Gain the trust and support of colleagues and team members

A.   Colleagues:

   (i)   persons working at a lower level
   (ii) persons working at a higher level
   (iii) persons working at the same level

B.   Team members:

   (i)   persons with whom individual works to fulfill line responsibilities
   (ii) persons with whom the individual works to fulfill functional responsibilities

Element 2: Gain the trust and support of one immediate manager

C.   Immediate manager:

   (i)   the persons to whom the individual reports;
   (ii) the organization or authority to which the person reports.

D.   Proposals

   (i)   oral
   (ii) written

E.   Disagreements

   (i)   actual
   (ii) potential

UNDERPINNING KNOWLEDGE AND SKILLS

Working relationships

1.   Why gaining the trust and support of colleagues and team members are important for effective performance.

2.   How to encourage good working relationships and a feeling that colleagues and team members are respected.

3.   Why gaining the trust and support of one's immediate manager is important to effective performance.

4.   What types of emerging threats and opportunities the manager needs to be informed about and the degree of urgency attached to these.

Planning

5.   Why commitments to colleagues need to be realistic and why they should be honoured.

6.   What types of support colleagues and team members may require to achieve their objectives and how to respond effectively to these needs.

Communication

7.   How to select appropriate times, methods and styles of consultation according to a range of issues and contexts.

8.   What range of issues about which colleagues and team members need to be informed.

9.   What range of communication methods is available and how to select methods appropriate to a range of issues and contexts.

10.   What types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.

11.   How to provide feedback in a way which will lead to a constructive outcome.

12.   What types of disagreements may occur with the immediate manager and what are the methods of handling these in any appropriate manner.

13.   Why the immediate manager needs to be kept informed of activities, progress, results and achievements.

14.   How to develop and present proposals in a way, which is realistic, clear and likely to influence the immediate manager's decision-making positively.

15.   What range of communication methods can be used to keep the immediate manager informed and how to select an appropriate *method according to the range of issues and contexts.*

16.   How to develop and present proposals in a way which is realistic, clear and likely to influence the immediate manager's decision-making positively.

Organisational Policies and Procedures

17.   What types of organizational policies and way of working the manager needs to be informed about and what the appropriate methods of doing so are.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

- Totally through performance evidence in the form of observation and products of work or

- Performance evidence to cover all of the performance criteria and a minimum of **two (2)** items from the range of **A**, **one (1)** item from the range of **B.**

- By performance evidence to cover all of the performance criteria and a minimum of **one (1)** item from the range of **C**, **one (1)** item from the range of **D**, **one (1)** item from the range of **E.**

- By supplementary evidence in the form of questioning and/or personal statements and/or witness testimony to cover the rest of the range.

- Evidence to cover underpinning knowledge should be collected using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by your assessor of how you:

    o   gain the trust and support of colleagues and team members

    o   gain the trust and support of one's immediate manager

- Copies of written communication to and from:

    o   colleagues and team members

    o   one's immediate manager

- Answers to oral or written questions from your assessors.

- Witness statements from colleagues, line managers that provide evidence of how you:

    o   gain trust and support of colleagues and team members

    o   one's immediate manager

- A personal statement, describing how you :

    o   gain trust and support of colleagues and team members

    o   one's immediate manager

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U00206:   **Maintain customer care**

Unit Descriptor:

> This unit describes the competence required to maintain customer care.
>
> **The unit describes the essential abilities of:**
>
> - Responding to customer needs
>
> - Communicating effectively
>
> - Problem solving
>
> - Operating within organizational procedures
>
> - Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Handle customers	1.1 Customers are dealt with in a polite and helpful manner at all times
	1.2 Customers' needs and requirements are acted upon without delay.
	1.3 Accurate information is given in answer to all customers' enquiries and/or information is sourced where necessary.
	1.4 Information given is within scope of the individual's authority.
	1.5 Customers' comments are politely acknowledged and passed on where appropriate.
	1.6 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.

		1.7	All work is carried out in an organised and efficient manner in accordance with organisational procedures.
2.	Handle customer complaints	2.1	Dissatisfied customers are acknowledged immediately and are attended to without delay
		2.2	Customers are dealt with in a polite and helpful manner at all times.
		2.3	Nature of customer complaint is quickly identified and priorities are established.
		2.4	Guests are assured that complaints will receive immediate attention.
		2.5	Complaints which can be resolved within the individual's authority are dealt with immediately.
		2.6	Complaints which cannot be resolved within the individual's authority are referred to the appropriate person.
		2.7	Complaints are reported and dealt with in accordance with organisational procedures.
		2.8	Follow up action is taken in a timely manner and in accordance with organisational procedures.
		2.9	Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
		2.10	All work is carried out in an organised and efficient manner in accordance with organisational procedures.
3.	Handle customer incidents	3.1	Nature of customer incident is quickly identified and priorities are established.
		3.2	Customers are dealt with in a polite and helpful manner at all times.
		3.3	Customers are assured that incidents will receive immediate attention.

3.4   Customers' incidents which can be resolved within the individual's authority are dealt with as soon as possible in a calm manner.

3.5   Customers' incidents which cannot be resolved within the individual's authority are referred to the appropriate authority.

3.6   Customers' incidents are dealt with and reported in accordance with organizational and legal requirements.

3.7   Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.

3.8   All work is carried out in an organized and efficient manner in accordance with organizational procedures and legal requirements.

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RANGE STATEMENT

You must cover the items below:

Element 1: Handling customers

A.   Customers: *(Also applies to elements 2 and 3)*

   (i) adults
   (ii) children
   (iii) persons with special needs (e.g. visually impaired, hearing impaired, mobility impaired, persons
         with medical conditions e.g. diabetic)

B.   Unexpected situations:

   (i) customer complaints
   (ii) customer incidents

Element 2: Handling customer complaints

C.   Complaints:

   (i) unusual situations e.g. weather
   (ii) service related incidents
   (iii) physical facilities

Element 3:   Handling customer incidents

F.   Customer Incidents:

   (i) spillage
   (ii) breakage
   (iii) lost property
   (iv) equipment faults
   (v) sudden illness/injury

G.   Report Format:

   (i) written
   (ii) oral

UNDERPINNING KNOWLEDGE AND SKILLS

Health and Safety

1. Why it is important to comply with health and safety regulations.

2. Where and from whom information on current health and safety regulations can be obtained.

Customer Care

3. Why it is important that information given to customers is accurate and disclosable.

4. Why customer comments should be reported to the appropriate person.

5. Why customer complaints should be dealt with without delay.

6. How to source relevant information to deal with customer enquiries.

Communication

7. When to seek assistance and when to use own initiative in meeting customer's needs.

8. What the formal and informal methods to satisfy customer needs within the resources available are and when it is appropriate to use them.

9. How to interpret customer feelings through body language, sensitive questioning and observation.

10. What customer complaints should be dealt with without delay.

11. Why it is important to establish priorities when dealing with customer complaints.

Customer Incidents

12. Why customer incidents should be dealt with without delay.

13. Why and to whom all customer incidents should be reported.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation or

- By performance evidence in the form of observation to cover **performance criteria 1.2, 1.2, 1.3** and a minimum of **two (2)** items from range **A**

- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.8** and a minimum of **two (2)** items from range **A** and relevant items from range **C**

- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

- Evidence to cover underpinning knowledge must be assessed using evidence which may oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:

    o   deal with customers,

    o   dealt with customer complaints

    o   deal with customer incidents.

- Copies of written communication to and from customers.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statement from customers, colleagues, line managers that provide evidence of how you:

    o   maintain personal health and hygiene,

    o   dealt with customer complaints

    o   deal with customer incidents.

- A personal statement describing how you:

    o   maintain customer care

    o   dealt with customer complaints

    o   deal with customer incidents

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

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U00306:   **Maintain a safe and secure working environment**

Unit Descriptor:

> This unit describes the competence required to maintain a safe and secure working environment.
>
> **The unit describes the essential abilities of:**
>
> - Communicating effectively
>
> - Working in a safe and hygienic manner
>
> - Problem solving
>
> - Meeting legal requirements
>
> - Operating within organizational procedures

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Maintain personal health and hygiene	1.1 Clean, smart and appropriate clothing, footwear and headgear are worn.
	1.2 Hair is neat and tidy and worn in accordance with organizational requirements.
	1.3 Jewellery, perfume and cosmetics are worn in line with organizational requirements.
	1.4 Cuts, grazes and wounds are correctly treated by the appropriate person.
	1.5 Illness and infections are reported promptly to the appropriate person.
	1.6 All work is carried out in an efficient manner in line with appropriate organizational procedures and legal requirements.

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2.   Carry out procedures in the event of a fire

2.1   In the event of a fire, the alarm is raised immediately.

2.2   Fire fighting equipment is correctly used in accordance with manufacturer's instructions and organisation's procedures.

2.3   All safety and emergency signs and notices are adhered to.

2.4   Correct evacuation procedures are followed in a calm, orderly manner and in accordance with organizational procedures.

2.5   Designed assembly points are reached and registration done.

2.6   Unexpected situations are dealt with effectively and the appropriate person(s) where necessary.

2.7   All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures.

3.   Handle the discovery of suspicious items/packages

3.1   Suspicious items and packages are left untouched.

3.2   Suspicious items and packages are reported in accordance with organizational procedures.

3.3   Correct safety and security procedures are followed in a calm and accordance with organizational procedures.

3.4   Unexpected situations are dealt with effectively and the appropriate person(s) where necessary.

3.5   All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational   procedures.

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4.   Carry out procedures in the event of an accident

4.1   In the event of an accident, basic first aid is performed following recommended procedures.

4.2   Assistance from the appropriate person responsible for first aid is sought immediately.

4.3   Emergency services are contacted in accordance with organizational procedures

4.4   Appropriate action is taken to ensure safety of injured and uninjured persons.

4.5   Comfort and reassurance is given to injured persons.

4.6   Accidents are reported and documented in accordance with organisational procedures.

4.7   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

4.8   All work is carried out in an organsied and efficient manner in accordance with safety and health regulations and organisational procedures
.

5.   Maintain a safe work environment for customers, staff and visitors

5.1   Hazard and potential hazards to the safety of customers, staff and visitors are promptly identified and rectified.

5.2   Customers, staff and visitors are made aware of all hazards and potential hazards in accordance with organizational procedures.

5.3   Cautionary measures are taken to warn customers, staff and visitors of hazards and potential hazards.

5.4   Accidents, damage and non-rectifiable hazards are reported promptly to the appropriate person.

5.5   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

5.6   All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

6.   Maintain a secure work environment for customers, staff and visitors

6.1   Potential security risks are identified and reported to the appropriate person in line with organizational procedures.

6.2   Customer and staff areas are correctly secured against unauthorised access.

6.3   All establishment storage and security facilities are secured against unauthorized access.

6.4   Establishment, staff or customer lost property is promptly reported to the appropriate person.

6.5   Suspicious individuals are politely challenged or reported promptly to the appropriate person.

6.6   Unexpected situations are dealt with efficiently and the appropriate person(s) are informed where necessary.

6.7   All work is carried out in an organized and efficient manner in line with appropriate organizational procedures and legal requirements.

RANGE STATEMENT

You must cover the items below:

Element 1:   Maintain personal health and hygiene

A.   Regulations:

   (i)   current relevant legislation relating to safe and hygienic working practices

Element 2:   Carry out procedures in the event of a fire

B.   Fire:

   (i)   All types

C.   Fire fighting equipment:

   (i)   fire hose
   (ii)   fire blanket
   (iii)   foam extinguisher
   (iv)   powder extinguisher
   (v)   water extinguisher
   (vi)   carbon dioxide extinguisher
   (vii)   sand
   (viii)   wet blanket

D.   Regulations: *(Also applies to element 3)*

   (i)   legislation
   (ii)   manufacturer
   (iii)   supplier

Element 3:   Handle the discovery of suspicious items/packages

E. Suspicious items and packages:

   (i)   all unattended bags, packages and parcels
   (ii)   unusual and unaccounted for deliveries

Element 4:   Carry out procedures in the event of an accident

F. Accidents:

(i)   all accidents involving injury

G.   Basic first aid application:

(i)   bandaging
(ii)   cold pack
(iii)   Heimlich manoeuvre

H.   Appropriate action:

(i)   removing and lifting injured person
(ii)   rendering basic first aid

I.   Responsible person:

(i)   company nurse
(ii)   safety officer

Element 5:   Maintain a safe work environment for customers, staff and visitors

J. Hazards and potential hazards:

(i)   areas and incidents which threatens the safety of customers, staff and visitors
(ii)   suspicious items

K. Accidents:

(i)   all accidents involving injury to customer, staff and visitors
(ii)   rendering basic first aid

L. Regulations:

(i)   current relevant legislation relating to safe and hygienic working practices when maintaining
           a safe environment for customers, staff and visitors
(ii)   manufacturer
(iii)   supplier

Element 6:   Maintain a secure work environment for customers, staff and visitors

M. Security risks:

    (i)   prohibited areas
    (ii)   suspicious items
    (iii)   unauthorized entrances/exits
    (iv)   missing keys

N. Customer and staff area:

    (i)   public facilities
    (ii)   public areas
    (iii)   work areas
    (iv)   staff facilities

O. Storage facilities:

    (i)   storerooms
    (ii)   safes
    (iii)   cash boxes

P. Legal requirements:

    (i)   Current relevant legislation relating to safe and hygienic working practices when
                maintaining a secure environment for customers, staff and visitors

UNDERPINNING KNOWLEDGE AND SKILLS

Health and Safety

1. Why it is important to comply with health and safety regulations.

2. Where and from whom information on current health and safety regulations can be obtained.

3. What the possible causes are of fire in the working environment.

4. What preventative actions can be taken to minimize risk of fire.

5. What organizational procedures should be followed in the event of fire.

6. Where alarms are located and how to activate them.

7. Why a fire should never be approached unless it is safe to do so.

8. Why it is important to comply with health and safety legislation.

9. Why suspicious items and packages should be left untouched.

10. Why suspicious items and packages should be reported.

11. What basic first aid should be applied in the event of an accident.

12. Who is the person responsible for first aid.

13. What emergency services are available in the event of an accident and why it is important to contact them.

14. What action should be taken to ensure the safety of the injured and uninjured.

15. What are the organisational procedures for reporting an accident.

16. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.

17. What the potential hazards are within own working environment.

18. Why suspicious items and packages must not be approached or tampered with.

19. Where first aid equipment and the accident register are located.

20. Why it is important to use correct lifting techniques.

21. Why it is important to comply with health and safety regulations.

22. Where and from whom information on current health and safety legislation can be obtained.

23. What the employee's responsibility is in relation to health and safety regulations.

24. Which keys, property and areas should be secured from unauthorized access at all times.

25. Why it is essential to be aware of potential security risks.

26. Why procedures relating to lost property must be adhered to.

27. Why it is important to comply with health and safety regulations.

Hygiene

28. What general hygiene practices must be adhered to in own work environment.

29. Why correct clothing, footwear and headgear should be worn at all times.

30. Why and to whom illness and infections should be reported.

31. Why it is important to maintain good personal hygiene.

Communication

32. Where and from whom information on current safety and health regulations can be obtained.

33. Why only disclosable information should be given to customers.

34. Why it is important to report all unusual/non-routine incidents to the appropriate person.

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

You must provide evidence that shows have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation or

- Performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3.**

- Totally by role-play and/or questioning to cover all the **performance criteria 2.1 – 2.7** and ranges **B, C** and **D**.

- By observation or by role-play and/or questioning to cover all of the **performance criteria 3.1 – 3.5** and ranges **D** and **E**.

- By observation or through role-play and/or questioning to cover all the performance criteria **4.1 – 4.7** and all the range **F, G, H** and **I**.

- By performance evidence in the form if observation to cover **performance criteria 6.2** and **6.3** and a minimum of **2** items from the range of **M**, **2** items from the range of **N** and **2** items from the range of **O**.

- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and all the range.

- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessor of how you:

    o maintain personal health and hygiene.

    o carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation

    o deal with the discovery of suspicious items/packages

    o carry out procedures in the event of an accident

    o maintain a safe environment in the workplace

    o maintain a secure environment in the workplace

- Copies of written communication to and from customers

- Photographs of yourself at work

- Entries made by you in the organisation's accident book.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues and line managers that provide evidence of how you:

    o   maintain personal health and hygiene.

    o   carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation

    o   deal with the discovery of suspicious items/packages

- Witness testimony from persons who have seen your carry out procedures when an accident has occurred.

- Witness testimony from your manager or the person responsible for health and safety and security in the organisation describing and confirming your role in:

    o   monitoring and maintaining a safe working environment

- A case history report produced by you, giving details of a particular occasion when you contributed to maintaining a safe work environment.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U00406:   **Maintain payment point and handle cash and non-cash payments**

Unit Descriptor:	This unit describes the competence required to maintain payment point and handle cash and non-cash payments.

The unit describes the essential abilities of:

- Communicating effectively

- Responding to customer needs

- Problem solving

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA

To be competent you must achieve the following:

1. Maintain payment point for cash and non-cash payments	1.1 All customers are dealt with in a polite and helpful manner at all times.
	1.2 All equipment and relevant materials required in the payment point are available and ready for use.
	1.3 Payment point is maintained during service and replenished with relevant materials at the appropriate time.
	1.4 Payment point contents are made available for authorized collection during service.
	1.5 Customers are informed politely and promptly of any delays where appropriate.

	1.6 The payment point is closed down in accordance with appropriate organizational.
	1.7 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
	1.8 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.
2. Handle cash and non-cash payments	2.1 Customers are dealt with in a polite and helpful manner at all times.
	2.2 All relevant information is entered into the payment point correctly.
	2.3 The customer is informed of the payment amount.
	2.4 Receipt of payment is acknowledged and validated where necessary.
	2.5 Non-cash payments are accepted, validated, completed accurately and authorized in accordance with organizational procedures.
	2.6 Cash payments are accurately transacted and in accordance with statutory regulations.
	2.7 Payment documents are stored in a secure, approved location in accordance with organisational procedures.
	2.8 The transaction is carried out in the optimum time and the relevant confirmation is given to the customer.
	2.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

2.10 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain payment point for cash and non-cash payments

A. Payment point: *(Also applies to element 2)*

(i)   computerized
(ii)   electronic
(iii) manual

B. Relevant materials:

(i)   cash
(ii)   cash equivalents
(iii) relevant stationery (e.g. receipt rolls, bills, audit rolls, note pads)

C. Unexpected situations: *(Also applies to element 2)*

(i)   discrepancy in payment
(ii)   discrepancy in change
(iii) suspected fraud

D. Legal requirements: *(Also applies to element 2)*

(i)   current relevant legislation relating to dealing with cash and non-cash and safe and hygienic working practices

Element 2: Handling cash and non-cash payments

E. Payments:

   (i)   cash
   (ii) cheques
   (iii) credit cards
   (iv) debit cards
   (v) cash equivalent
   (vi) charge cards

F. Relevant confirmation

   (i) receipt
   (ii) bill
   (iii) tokens/vouchers

UNDERPINNING KNOWLEDGE AND SKILLS

Health and Safety

1.   What security procedures are applicable to the operation of a payment point.

Working Practices

2.   What appropriate organizational procedures must be adhered to when maintaining a payment point.

3.   What the appropriate organizational procedures are regarding the handling of payments.

4.   Why it is important to know the procedures to follow when dealing with errors in handling cash and non-cash payments.

Communication

5.   What the consequences are of unreported errors when maintaining a payment point.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

- Totally through performance evidence in the form of observation or

- By performance evidence in the form of observation to cover **performance criteria 1.1, 1.2, 1.3, 1.4, 1.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of B.

- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.6** and a minimum of **two** (2) from the range of A, **one** (1) from the range of E, **one** (1) from the range of F.

- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:

    o   maintain payment point for cash and non-cash payments

    o   handle cash and non-cash payments.

- Copies of written communication to and from customers.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues, line managers that provide evidence of how you:

    o   maintain payment point for cash and non-cash payments

    o   handle cash and non-cash payments.

- A personal statement describing how you:

    o   maintain payment point for cash and non-cash payments

    o   handle cash and non-cash payments.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01002:   **Deal with the arrival of guests and groups**

Unit Descriptor:

This unit describes the competence required to deal with the arrival of guest and groups.

The unit describes the essential abilities of:

- ▪ Responding to customer needs

- ▪ Communicating effectively

- ▪ Problem solving

- ▪ Operating within organizational procedures

- ▪ Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Deal with the arrival of guests without advanced bookings	1.1 Guests are greeted and dealt with in a polite and helpful manner at all times.
	1.2 Guests' requirements are correctly identified.
	1.3 Availability of services and facilities is correctly determined and communicated to guest and alternatives are identified and offered if those requested are not available.
	1.4 Guests are invited to make a booking.
	1.5 Registration documentation is completed correctly and entered into a booking system.
	1.6 Payment method is established and appropriate action taken in line with organisational procedures.

	1.7 Accurate information is given to meet guests' needs.
	1.8 Information on arriving guests is distributed to relevant departments in line with service operations.
	1.9 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
	1.10 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Prepare for and deal with the arrival of guests with advanced bookings	2.1 Documentation and other items required for guests' registration are prepared in advance of guests' arrival.
	2.2 Guest are greeted and dealt with in a polite and welcoming manner at all times and requirements are correctly identified.
	2.3 Guests' booking details are retrieved from the booking system and checked with the guests.
	2.4 Registration documentation is completed correctly.
	2.4 Payment method is established and appropriate action is taken in line with organisational procedures.
	2.5 Accurate information is given to meet guests' needs.
	2.6 Establishment's services and facilities are promoted at all appropriate times.
	2.7 Information on arriving guests is distributed to relevant departments in line with service operations.

2.8   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

2.9   All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Deal with the arrival of guests without advanced bookings

A. Guests:

     (i)   adults
     (ii)   children
     (iii)   guests with disabilities (mobility, visual, speech, hearing)
     (iv)   unexpected guests
     (v)   regular guests
     (vi)   VIP's
     (vii)   locals

B. Services and facilities:

     (i)   sleeping accommodation
     (ii)   conference/functions/exhibition rooms

C. Booking systems: *(Also applies to element 2)*

     (i)   computerized system
     (ii)   manual system

D. Information:

     (i)   services and facilities available
     (ii)   features and benefits of services and facilities
     (iii)   prices
     (iv)   special offers and promotions available
     (v)   locations of services and facilities
     (vi)   key security and safety procedures

E. **Payment method:** *(Also applies to element 2)*

  (i)   cash
  (ii)   credit/debit cards
  (iii) travellers cheques

F. **Unexpected situations:** *(Also applies to element 2)*

  (i)   problems with guests/visitors
  (ii)   unavailability of services and facilities

G. **Legal requirements:**

  (i)   current relevant legislation relating to accommodation goods and service for sale and safe and hygienic working practices when dealing with the arrival of customers

Element 2:   Prepare for and deal with the arrival of guests with advanced bookings

H. **Guests/visitors:**

  (i)   adults
  (ii)   children
  (iii) guests with disabilities (mobility, visual, speech, hearing)
  (iv)   unexpected

I. **Information to guests:**

  (i)   services and facilities available
  (ii)   features and benefits of services and facilities prices
  (iii) special offers and promotions available
  (iv)   key security and safety procedures

J. **Payment methods:**

  (i)   cash
  (ii)   credit/debit card
  (iii) travellers cheques

K. **Services and facilities:**

  (i)   sleeping accommodation
  (ii)   conference/function/exhibition rooms

L. **Unexpected situations:**

  (i)   problems with guests,
  (ii)   unavailability of services and facilities, no advance reservation found

M.   Regulations

    (i)   legislation
    (ii)   manufacturer
    (iii)   supplier

UNDERPINNING KNOWLEDGE AND SKILLS

Organizational Procedures

1.   Why registration documents must be correctly completed by the guest.

2.   What the organizational procedures are for allocation of rooms.

3.   Why all correspondence relating to the booking should be available.

Customer Care

4.   Why it is important to give accurate information to guests.

Legislation

5.   Why registration documentation must be correctly completed by the guest.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

- Totally through performance evidence in the form of observation or

- By either performance evidence in the form of observation and products of work, e.g. registration documents to cover **performance evidence 1.1- 1.8** and a minimum of **four (4)** from the range of **A one (1)** from the range of **B**, **one (1)** from the range of **C**, **four (4)** from the range of **D**, All from the range of **E**

- By performance evidence in the form of observation and products or work, e.g. registration document to cover **performance criteria 2.1 – 2.8** and a minimum of **four (4)** from the range of **H**, **one (1)** from the range of **I**, **four** (4) from the range of **J**, **two (2)** from the range of **K** and all from the range of **L**

- Completed product of work e.g.: registration of documentation.

- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
  - o deal with the arrival of guests without advanced bookings
  - o prepare for and deal with the arrival of guests with advance bookings

- Copies of written communication to and from customers.

- Photographs of yourself at work

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

- Witness statement from customers, colleagues, line managers that provide evidence of how you:
  - o deal with the arrival of guests without advanced bookings
  - o prepare for and deal with the arrival of guests with advance bookings

- A personal statement describing how you:
  - o deal with the arrival of guests without advanced bookings
  - o prepare for and deal with the arrival of guests with advance bookings

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01102:   **Prepare guest accounts and handle departures**

Unit Descriptor:

This unit describes the competence required to prepare guest accounts and handle departures.

The unit describes the essential abilities of:

- Responding to customer needs

- Communicating effectively

- Problem solving

- Keeping records

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Prepare and maintaining guest accounts	1.1 Charges are entered regularly and accurately against guest accounts in the account system.
	1.2 Account adjustments are recorded accurately against guests' accounts.
	1.3 Account documentation is correctly filed and stored at all times.
	1.4 Guest accounts reaching credit limits are identified and appropriate action is taken in line with service operations.
	1.5 Guest accounts are completed accurately for presentation to guests.
	1.6 Guest accounts are secured from unauthorized access.

		1.7	Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
		1.8	All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
2.	Handle the departure of guests	2.1	Documentation and other items required are prepared in advance of guest departure.
		2.2	Guest are greeted and dealt with in a polite manner at all times.
		2.3	Guest account details are discreetly checked with guest and payment requested as required.
		2.4	Departure documentation is completed and dealt with using correct account or booking systems.
		2.5	Keys and other establishment property are collected from guest before departure.
		2.6	Guests' complaints, comments and suggestions are recorded and fed back to the appropriate person or department.
		2.7	Establishment services and facilities are promoted at all appropriate times.
		2.8	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		2.9	All work is prioritsed and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

Element 1: Prepare and maintain guests' accounts

A.   Customer accounts:

   (i) those reaching/exceeding credit limits
   (ii) those within credit limits

B.   Account system: *(Also applies to element 2)*

   (i)   computerized systems
   (ii) manual systems

C.   Account adjustments:

   (i)   charges
   (ii)   refunds
   (iii)   allowances/discounts
   (iv)   deposits/prepayments
   (v)   transfers

D.   Unexpected situations:

   (i)   problems with systems

E.   Legal requirements:

   (i)   Current relevant legislation relating to preparing and maintaining customer accounts and safe,
            hygienic working practices

Element 2: Handle the departure of guests

F.   Guest Account:

   (i)   those where part payment is required
   (ii)   those where full payment is required
   (iii)   those where the account does not require immediate settlement

G.   Unexpected situations

   (i)   problems with guest
   (ii)   problems with documentation

H.   Legal requirements

   (i)   current relevant legislation relating to accommodation, goods, services for sale and safe
            hygiene working practices when dealing with the departure of customers

UNDERPINNING KNOWLEDGE AND SKILLS

Organizational Procedures

1. Why guest accounts must be updated regularly with charges and adjustments.

Customer Care

2. Why it is important to give accurate verbal and written information to guests.

Security

3. Why guest accounts must be secured from unauthorized access.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

-   You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.

-   Totally through performance evidence in the form of observation and products of work, e.g. guest folio, bills, filing systems or

-   By performance evidence in the form of observation and/or products of work to cover **performance criteria 1.1, 1.2, 1.3, 1.5, 1.6** and <u>**all**</u> from the range of **A**, **one (1)** from the range of B, **three (3)** from the range of **C.**

-   By performance evidence in the form of observation and products of work to cover **performance criteria 2.1 – 2.7** and a minimum of **two (2)** from the range of **F** and **one (1)** from the range of **B.**

-   By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you prepare guests accounts and handle departures.

- Copies of written communication to and from customers.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statement from customers, colleagues, line managers that provide evidence of how you:

    o prepare and maintain guests' accounts

    o handle the departure of guests

- A personal statement describing how you:

    o prepare and maintain guests' accounts

    o handle the departure of guests

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01202:   **Maintain information systems to support service delivery**

Unit Descriptor:

This unit describes the competence required to maintain information systems to support service.

The unit describes the essential abilities of:

- Communicating effectively

- Responding to customer needs

- Problem solving

- Keeping records

- Operating within organisational procedures

- Meeting legal requirements.

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Supply and respond to information	1.1 Information supplied is current, relevant and accurate.
	1.2 Information likely to be of benefit to the organisation is passed promptly to the line manager.
	1.3 Information is supplied in the format requested and to required deadlines.
	1.4 Own responses to information provided from others are positive and timely.
	1.5 Information of a confidential nature is disclosed only to authorized persons.
	1.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

| | | 1.7 | All work is carried out in an organized and efficient manner in accordance with organisational procedures. |

2.   Record and store information

2.1   Information recorded is up-to-date, accurate, complete and legible.

2.2   Recorded information is maintained in good condition and stored in the correct location.

2.3   Information of a confidential nature is accessible only to authorized persons.

2.4   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

2.5   All work is carried out in an organized and efficient manner in accordance with organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Supply and respond to information

A.   Information: (*Also applies to element 2*)

   (i) verbal
   (ii) written

B.   Information supplied to and provided by: *(Also applies to element 2)*

   (i) line managers
   (ii) colleagues
   (iii) customers

C.   Information: *(Also applies to element 2)*

   (i) personnel matters
   (ii) service provision
   (iii) health and safety

UNDERPINNING KNOWLEDGE AND SKILLS

Communication

1.   What are the lines and methods of communication.

Types of Information

2.   What constitutes confidential information, the reasons why confidentiality must be maintained and the possible consequences of failing to maintain confidentiality.

3.   To whom should confidential information be disclosed.

4.   What are the types of specific information on personnel matters, service provision and health and safety which one would be expected to supply and respond to.

Organizational Policies and Procedures

5.   What the recording and storing requirements and procedures are.

6.   What constitutes confidential information, the reason why confidentiality must be maintained, and the possible consequences of failing to maintain confidentiality.

7.   Who is authorized to access confidential information.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

-   Totally through performance evidence in the form of observation and products of work e.g. memos or

-   By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and <u>all</u> from the range of **A, two (2)** from the range of **B**.

-   By performance in the form of observation and products of work to cover **performance criteria 2.1 -2.3** and <u>all</u> from the range of **A** and **two (2)** from the range of **B**.

-   Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be assessed using evidence which may be oral, written or using visual aids.

(2) Methods of Assessment

-   Observation reports by assessors of how you:

    o   supply and respond to information.

    o   record and store information.

-   Copies of written communication to and from customers.

-   Photographs of yourself at work.

-   Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

-   Witness statements from customers, colleagues, line managers that provide evidence of how you:

    o   supply and respond to information.

    o   record and store information.

-   A personal statement describing how you:

    o   supply and respond to information.

    o   record and store information.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01302:   **Handle bookings**

Unit Descriptor:

> This unit describes the competence required to ensure the efficient handling of bookings.
>
> **The unit describes the essential abilities of:**
>
> - Communicating effectively
>
> - Responding to customer needs
>
> - Problem solving
>
> - Keeping records
>
> - Operating within organizational procedures
>
> - Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Handling bookings enquiries	1.1 Guests' enquiries are dealt with in a polite and helpful manner at all times.
	1.2 Guests' requirements are correctly identified and accurate information is given.
	1.3 Guests are invited to make a booking.
	1.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
	1.5 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

2.	Confirm, cancel and amend bookings	2.1	Guests/visitors are dealt with in a polite and helpful manner at all times.

2.   Confirm, cancel and amend bookings

2.1   Guests/visitors are dealt with in a polite and helpful manner at all times.

2.2   Guests/visitors are provided with confirmation of bookings and deposit from guests or visitors are requested as appropriate.

2.3   Unconfirmed bookings are identified, checked and followed up in booking system.

2.4   Booking amendments and cancellations are dealt with and records of bookings are maintained in accordance with organisational procedures.

2.5   Information on the availability of services is communicated to relevant parties.

2.6   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

2.7   Information of availability of services is communicated to relevant parties.

2.8   All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organsiational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Handle booking enquires

A. Customers: *(Also applies to element 2)*

  (i)   booking agencies
  (ii)   adults with children
  (iii)   customer with communication difficulties
  (iv)   customers with mobility difficulties
  (v)   regular customers or VIPs
  (vi)   customers requiring bookings for groups

B. Enquiries:

  (i)   telephone
  (ii)   face-to-face
  (iii)   written communication

C. Information:

  (i)   services and facilities available
  (ii)   features and benefits of services and facilities
  (iii)   prices
  (iv)   special offers and promotions available

D. Unexpected situations:

  (i)   equipment failure
  (ii)   problems with guests and visitors
  (iii)   availability of facilities and services

E. Legal requirements:

  (i)   current relevant legislation relating to goods and services for sale and safe and hygienic
            working practices when dealing with booking enquiries

Element 2: Confirm, cancel and amend bookings

F. Booking system:

  (i)   computerized systems
  (ii)   manual systems

G. Booking amendments and cancellations:

(i)   change in service or facilities required
(ii)   change in date or time required
(iii)   change in guest's personal details
(iv)   change in number of persons
(v)   booking cancellations

H. Records of bookings:

(i)   daily
(ii)   weekly
(iii)   monthly

I. Other parties:

(i)   booking agents
(ii)   collaborative organisations

J.   Unexpected situations:

(i)   problems with guests and visitors
(ii)   availability of facilities and services
(iii)   problems with booking systems
(iv)   problems with other organsiation's details

K. Legal requirements

(i)   current relevant legislation relating to confirming, canceling and amending bookings.

UNDERPINNING KNOWLEDGE AND SKILLS

Customer Care

1. Why it is important to give accurate verbal and written information to guests/visitors.

Organisational Procedures

2. Why confirmation and deposits are required from guests/visitors.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

-   Totally through performance evidence in the form of observation or

-   By performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3** and a minimum of **four (4)** from the range of **A**, **two (2)** from the range of **B**, **three (3)** from the range of **C**.

-   By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.5** and a minimum of **four (4)** from the range of **A**, **one (1)** from the range of **F**, **three (3)** from the range of **G**, **one (1)** from the range of **H**, **one (1)** from the range of **I**.

-   By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:

    o deal with booking enquiries

    o confirm, cancel and amend bookings

- Copies of written communication to and from customers.

- Photographs of yourself at work

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

- Witness statement from customers, colleagues, line managers that provide evidence of how you:

    o handle booking enquiries.

    o confirm, cancel and amend bookings

- A personal statement describing how you:

    o handle booking enquiries.

    o confirm, cancel and amend bookings

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

Technical and Vocational Education and Training (TVET) Council
March 2005

U01402:   **Handle communications and book external services**

Unit Descriptor:	This unit describes that competence required to ensure the efficient handling of communication and booking of external services.

The unit describes the essential abilities of:

- Responding to customer needs

- Communicating effectively

- Keeping records

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Handling incoming telephone calls	1.1 Telephone calls are answered promptly and clearly in a polite and helpful manner.
	1.2 Callers are correctly identified, and their needs are established and dealt with.
	1.3 Information given to callers is disclosable and accurate.
	1.4 Messages taken are accurate, clearly written and communicated promptly to the appropriate person.
	1.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
	1.6 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

2.	Make telephone calls	2.1	Number required is correctly obtained and contact established in a polite and helpful manner.
		2.2	Identity of caller and purpose of telephone call is clearly conveyed.
		2.3	Persons contacted are given disclosable information in accordance with organizational guidelines.
		2.4	Clear and accurate messages are left where appropriate.
		2.5	Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
		2.6	All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
3.	Handle mail, messages and written communication	3.1	Written communications are collected correctly, sorted and distributed to the appropriate person or location.
		3.2	Written communications not collected or distributed are dealt with in line with operational requirements.
		3.3	Written communications are secured effectively against unauthorised access.
		3.4	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		3.5	All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

4. Book external services	4.1	Guests and persons contacted are dealt with in a polite and helpful manner at all times.
	4.2	Guests' needs and requirements are correctly identified.
	4.3	Appropriate organization are correctly identified and contacted.
	4.4	Services are booked which meet guests' needs.
	4.5	Guests are provided with accurate written or verbal details of booking and relevant alternatives offered.
	4.6	Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
	4.7	All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below

Element 1: Handle incoming telephone calls

A. **Telephone calls**: *(Also applies to element 2)*

    (i)   routine/non-routine
    (ii)   external calls
    (iii)   internal calls

B. **Callers**:

    (i)   those who can be dealt with
    (ii)   those who need to be passed/transferred to another person/department
    (iii)   those who need to be informed of delays

C. **Messages**:

    (i)   those for guests/visitors
    (ii)   those for internal persons

D. **Unexpected situations**: *(Also applies to element 2)*

    (i)   equipment failure
    (ii)   guest/visitor problems

E. **Legal requirements**:

    (i)   current legislation relating to goods and services for sale and safe, hygienic working practices when dealing with incoming calls

Element 2: Make telephone calls

F. **Messages for:**

    (i)   internal persons
    (ii)   external persons
    (iii)   customers

G. **Legal requirements:**

    (i)   current relevant legislation relating to goods and services for sale
    (ii)   safe and hygienic working practices when dealing with telephone calls

Element 3: Handle mail, messages and written communication

H.   Written communications:

      (i)   letters
      (ii)   parcels registered/courier delivered post
      (iii)   messages
      (iv)   faxes/telexes
      (v)   emails

I.   Communications:

      (i)   for customers/staff who can be located
      (ii)   for customers/staff who cannot be located

J.   Unexpected situations:

      (i)   staff/customers' problems
      (ii)   delivery problems
      (iii)   suspicious items

K.   Legal Requirements

      (i)   current legislation relating to goods and services for sale and safe hygiene working practices when handling mail messages and written communication

Element 4: Book external services

L.   Services:

      (i)   transport
      (ii)   items to be delivered from external organizations

M.   Unexpected situations:

      (i)   staff/guests problems
      (ii)   unavailability of external services

N.   Legal Requirements:

      (i)   current relevant legislation relating to goods and services for sale
      (ii)   safe and hygienic working practices when dealing with booking enquiries

UNDERPINNING KNOWLEDGE AND SKILLS

Customer Care

a.   Why it is important to give only accurate and disclosable information to guests.

Communication

b.   Why it is important to relay messages promptly to those concerned.

Organizational procedures

a.   Why it is important to speak clearly using a tone and pace which can be easily understood.

a.   What the procedures for recording delivery and registered mail are.

b.   Why it is important to give accurate verbal and written information to guests.

Health and Safety

c.   Why suspicious items should be reported immediately.

Security

d.   Why written communications should be secured against unauthorized access.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

-   Totally through performance evidence in the form of observation and products of work e.g. written message log, message pad or

-   By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and a minimum of **two (2)** from the range of **B**, __All__ from the range of **C**.

-   By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.4** and a minimum of __All__ from the range of **A**, **two (2)** from the range of **F**.

-   By performance evidence in the form of observation to cover **performance criteria 3.1 -3.3** and a minimum of **four (4)** from the range of **H**, **one (1)** from the range of **I**.

-   Performance evidence in the form of observation to cover **performance criteria 4.1 – 4.5** and a minimum of __All__ from the range of **L**.

-   By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

-   Observation reports by assessors of how you:

    o   deal with incoming telephone calls.

    o   make telephone calls.

    o   handle mail, messages and written communications.

    o   book external services.

-   Copies of written communication to and from customers.

-   Photographs of yourself at work.

-   Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

- Witness statements from customers, colleagues, line managers that provide evidence of how you:

    o   handle incoming telephone calls.

    o   make telephone calls

    o   handle mail, messages and written communications

    o   book external services

- A personal statement describing how you:

    o   handle incoming telephone calls.

    o   make telephone calls

    o   handle mail, messages and written communications

    o   book external services

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01502:   **Exchange foreign cash and travelers cheques**

Unit Descriptor:

This unit describes the competence required to exchange foreign cash and travelers cheques.

The unit describes the essential abilities of:

- Responding to customer needs

- Problem solving

- Communicating effectively

- Keeping records

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA

To be competent you must achieve the following:

1. Exchange foreign cash	1.1	Guests are dealt with in a polite and helpful manner at all times.
	1.2	Foreign cash is accepted and guests are informed of relevant exchange rates and commission charges.
	1.3	Receipt of cash is acknowledged, counted and verified in front of guests.
	1.4	Exchange calculations are completed accurately using an appropriate exchange rate calculation method and the correct exchange rate.
	1.5	Documentation is completed accurately in line with organizational procedures.

		1.6	Correct money and receipts are given and cash received is stored in correct place.
		1.7	Exchange point is secured from unauthorized access.
		1.8	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		1.9	All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
2.	Exchange foreign travellers cheques	2.1	Guests/visitors are dealt with in a polite and helpful manner.
		2.2	Identity of guests is established in line with organizational procedures.
		2.3	Receipt of travellers cheques is acknowledged, counted and verified in front of guest.
		2.4	Travellers cheques are accepted only in line with service operations.
		2.5	Guests/visitors are informed of relevant exchange rates and commission charges.
		2.6	Travellers cheques are validated, completed accurately and authorized in line with service operations.
		2.7	Exchange calculations are completed accurately using an appropriate exchange rate calculation method and the correct exchange rate.
		2.8	Correct money and receipt are given.
		2.9	Cheques received are stored in the correct place in line with service operations.

2.10   Exchange point is secured from unauthorized access.

2.11   Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

2.12   All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Exchange foreign cash

A.   **Exchange rate calculation method:** *(Also applies to element 2)*

    (i) manual
    (ii) calculator/computer

B.   **Unexpected situations:** *(Also applies to element 2)*
C.

    (i) problems with guests
    (ii) problems securing exchange point

D.   **Legal Requirements**

    (i) relevant legislation relating to exchanging foreign cash and safe and hygienic working practices when exchanging foreign cash

Element 2: Exchange foreign travelers cheques

E.   **Legal Requirements**

    (i) current relevant legislation relating to exchanging foreign travelers cheques, and hygienic working practices when exchanging foreign travelers cheques

Customer Care

1.   Why it is important to give customers accurate information concerning exchange rates and commission.

Operational Procedures

2.   Why it is important to use the correct exchange rate and produce accurate calculations.

Security

3.   Why exchange points must be secured from unauthorized access

4.   Why it is important to establish identity of guest.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

-   Totally through performance evidence in the form of observation and products of work e.g. foreign exchange receipt and cash drop receipt or

-   By performance evidence in the form of observation and products at work to cover **performance criteria 1.1 – 1.7** and **All** from the range of A

-   By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.10** and **all** from the range of A and

-   Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:

    o   exchange foreign cash

    o   exchange foreign travelers cheques

- Copies of written communication to and from customers.

- Photographs of yourself at work.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues, line managers that provide evidence of how you:

    o   exchange foreign cash

    o   exchange foreign travelers cheques

- A personal statement describing how you:

    o   exchange foreign cash

    o   exchange foreign travelers cheques

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01602:   **Maintain data in a computer system**

Unit Descriptor:

This unit describes the competence required to maintain data in a computer system.

The unit describes the essential abilities of:

- Communicating effectively

- Problem solving

- Keeping records

- Using equipment correctly

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Input data and text into a computer system	1.1 Correct computer software programme is used.
	1.2 Data and text are correctly entered.
	1.3 Where the source date is incomplete, clear directions are obtained from the appropriate person.
	1.4 Where the source data is unauthorized, clear directions are obtained from the appropriate person.
	1.5 Errors in inputting and coding are identified and corrected in accordance with organisational procedures.
	1.6 Reference codes are generated as necessary.
	1.7 Where work is not achievable within specified deadlines, reasons are promptly and accurately reported.

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		1.8	Work is achieved within agreed deadlines.
		1.9	Organisational procedures for storing source material are followed.
		1.10	Equipment and data re safeguarded against damage.
		1.11	Confidentiality and security of data are in accordance with organisational requirements.
		1.12	Safe working practices are followed.
		1.13	Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
		1.14	All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2.	Locate and retrieve data from a computer system	2.1	Correct computer software programme is used for location and retrieval of data.
		2.2	Requested data is correctly located, accessed and retrieved within specified time constraints.
		2.3	Search methods are appropriate and effective.
		2.4	Confidential data is disclosed only to authorized persons.
		2.5	Equipment and data are safeguarded against damage.
		2.6	Safe working practices are followed.
		2.7	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

		2.8	All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
		3.1	Printed document is correct and complete.
3.	Print documents using a computer system	3.2	Hard copy is clean, clearly printed and aligned correctly.
		3.3	Efforts are made to minimize the wastage of paper.
		3.4	Printer area is kept clean and tidy.
		3.5	Where work is not achievable within specified deadlines reasons are promptly and accurately reported.
		3.6	Work is achieved within agreed deadlines.
		3.7	Equipment and data are safeguarded against damage.
		3.8	Safe working practices are followed.
		3.9	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		3.10	All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.

Technical and Vocational Education Training (TVET) Council
March 2005

RANGE STATEMENT

You must cover the items below:

Element 1:   Input data and text into a computer system

A.   Computer software: *(Also applies to elements 2 & 3)*

    (i)   text processing
    (ii)   numerical processing

B.   Sources data:

    (i)   complete
    (ii)   incomplete

C.   Types of inputting:

    (i)   addition of new data and text
    (ii)   modification of existing data and text
    (iii)   deletion of existing data and text

D.   Unexpected situations:

    (i)   problems securing exchange point, equipment failure

E.   Regulations: *(Also applies to elements 2 & 3)*

    (i)   legislation
    (ii)   manufacturer
    (iii)   supplier

Element 2:   Locate and retrieve data from a computer system

F.   Methods of locating details:

    (i)   automatic searching
    (ii)   manual searching
    (iii)   multi-field searching

G.   Methods of requesting items:

    (i)   specification of reference codes
    (ii)   specification of details

H.   **Unexpected situations:** *(Also applies to element 3)*

(i)   equipment failure

Element 3: Print documents using a computer system

I.   **Form of produced document:**

(i)   text
(ii)   tabular

UNDERPINNING KNOWLEDGE AND SKILLS

Operational Procedures

1.   What software and hardware is available, what the main uses are and how to operate them.

2.   How to code data correctly and why it is important.

3.   What the formatting procedures are and when to use them.

4.   What the procedures for safeguarding equipment and data against damage are and why they are important.

5.   How to back-up data and why it is important.

6.   What the procedures for use and operation of relevant software/hardware are.

7.   What the system reference codes are and why it is important to use them.

8.   How to locate details in a computer system.

9.   What the procedures to protect equipment and data against damage are and why it is important to use them.

10.   What the procedures for use and operation of printers are.

11.   What print characteristics are and when to use them.

12.   What the organization's in-house style is and when it is important to use it.

Organizational Procedures

13.   What the organizational procedures for storing and filing material are.

14.   What the organizational procedures for maintaining the security and confidentiality of data are.

15.   What the organization's retrieval procedures are and why they are important.

      Legislation

16.   What the relevant legal requirements are.

(1) **Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation and products of work or

- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1, 1.2, 1.8, 1.9, 1.11, 1.12** and a minimum of **one** (1) from the range of A, **one** (1) from the range of B, **two** (2) from the range of C.

- By performance evidence in the form of observation and products of work (if appropriate) to cover **performance criteria 2.1, 2.2, 2.3, 2.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of F, **one** (1) from the range of G.

- Totally through performance evidence in the form of observation and products of work, e.g.: printed document (if appropriate).

- By performance evidence in the form of observation and products of work to cover **performance criteria 3.1, 3.2, 3.3, 3.4, 3.6, 3.8** and a minimum of one (1) from the range of A and All from the range of I.

- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) **Methods of Assessment**

- Observation reports by assessors of how you:

    o input data and text into a computer system.

    o locate and retrieve data from a computer system

    o print documents using a computer

- Copies of written communication to and from customers.

- Photographs of yourself at work.

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues, line managers that provide evidence of how you:

    o input data and text into a computer system.

    o locate and retrieve data from a computer system

    o print documents using a computer system

- A personal statement describing how you:

    o input data and text into a computer system.

    o locate and retrieve data from a computer system

    o print documents using a computer system

(3)   Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.

U01702:   **Operate organisational systems on behalf of customers**

Unit Descriptor:

This unit describes the competence required to ensure efficient operation of organisational systems on behalf of customers.

The unit describes the essential abilities of:

- Responding to customer needs

- Communicating effectively

- Solving problems

- Keeping records

- Operating within organizational procedures

- Meeting legal requirements

ELEMENT	PERFORMANCE CRITERIA
	To be competent you must achieve the following:
1. Record and store information	1.1 Information recorded is up-to-date, accurate, complete and legible.
	1.2 Recorded information is maintained in good condition and stored in the correct location.
	1.3 Information of a confidential nature is accessible only to authorized persons.
	1.4 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
	1.5 All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

2.	Deliver products or services to customers	2.1	Products or services of the organization are promptly supplied in keeping with the organisation's policy.
		2.2	Other products or services are suggested to meet customer's needs.
		2.3	Customer product or service needs are explored through sensitive questioning.
		2.4	Own knowledge of products or services and processes is continually updated by using information from within the organization.
		2.5	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		2.6	All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
3.	Maintain service when systems go wrong	3.1	Apologies for failure in service are offered immediately to the customer and reasons for failure explained in keeping with the organisation's policy.
		3.2	Customers are kept updated about interruptions in service.
		3.3	Information given to customers is designed to protect from unnecessary worry.
		3.4	Service is maintained through unprompted extra efforts.
		3.5	Practical help is offered to colleagues to maintain service to customers when systems go wrong.
		3.6	Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.

3.7   All work is carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Record and store information

A. Information:

(i)   verbal
(ii)   written

B. Information supplied to and provided by:

(i)   line managers
(ii)   colleagues
(iii)   customers

C. Information:

(i)   personnel matters
(ii)   service provision
(iii)   health and safety

D. Legal:

(i)   current relevant legislation relating to recording and storing information and safe and hygienic working practices

Element 2: Deliver products or services to customers

E. Customer product or service needs:

(i)   stated products or services
(ii)   unstated products or services

F.   Information:

(i)   from colleagues
(ii)   from storage
(iii)   systems
(iv)   from training materials

G.   Legal:

    (i)   current relevant legislation relating to delivering products or services to customers and safe and hygienic working practices

Element 3: Maintain service when systems go wrong

H.   Information:
    (i)   generated by own duties or responsibilities
    (ii)   generated by others inside the organisation

I.   Legal:

    (i)   current relevant legislation relating to when systems go wrong and safe and hygienic working practices.

UNDERPINNING KNOWLEDGE AND SKILLS

Organizational policies and procedures

1. What the recording and storing requirements and procedures are.

2. What constitutes confidential information, the reason why confidentiality must be maintained, and the possible consequences of failing to maintain confidentiality.

3. Who is authorized to access confidential information.

Product knowledge

4. What are the relevant products and services provided by the organisation.

5. What are the procedures and policies relating to products and services.

Communication

6.   What questioning and listening techniques can be used.

7.   How communication channels relating to systems can go wrong.

Legislation

8. What the customer's legal rights are.

9. What the statutory obligations in relation to emergencies and service failure are.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a significant period of time for your assessor to consider that you are competent.

-   Totally through performance evidence in the form of observation and products of work or by performance evidence in the form of observation and products of work.

-   By **performance evidence 1.1 -1.2** and a minimum of both from the range of A and **two** (2) from the range of B.

-   By performance evidence to cover **performance criteria 2.1 – 2.3** and <u>**all**</u> from the range of E.

-   By performance evidence to cover **performance criteria 3.1 -3.5** and <u>**all**</u> from the range of H.

-   Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to order the rest of the performance criteria and range.

-   Evidence to cover underpinning knowledge must be addressed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

-   Observation reports by assessors of how you:

    o   record and store information
    o   deliver products or services to customers
    o   maintain service when systems go wrong

-   Copies of written communication to and from customers.

-   Photographs of yourself at work

-   Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

-   Witness statement from customers, colleagues, line managers that provides evidence of how you:

    o   record and store information
    o   deliver products or services to customers
    o   maintain service when systems go wrong

-   A personal statement describing how you:

    o   record and store information
    o   deliver products or services to customers
    o   maintain service when systems go wrong

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.