

# LANNAC6 - SQA Unit Code F8HH 04

## Care for and monitor the behaviour of visitors to sites



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### Overview

This standard is about caring for and monitoring the behaviour of visitors to the workplace. Workplaces may be open to the public or may be organisations to which visitors are invited or where officials have the right of access.

The elements are:

1. Welcome and receive visitors
2. Care for visitors

Element 1 requires you to be able to welcome and receive visitors, both groups and individuals, and take action should any visitor pose a potential or actual threat to the workplace and its contents, the people and animals in it, to themselves (such as wandering into areas that are potentially dangerous) or to other people.

Element 2 requires that you are able to care for visitors during their visit and monitor them throughout their stay, providing information to them and supporting them in terms of their safety and welfare.

### Performance criteria

*You must be able to:*

#### **Welcome and receive visitors**

- P1 keep the area for which you are responsible in a sufficient state of readiness to receive **visitors** safely
- P2 greet **visitors** warmly, ascertain correctly the purpose of their visit, give them assistance appropriate to their needs and inform them as to how they may obtain any further assistance
- P3 with the knowledge and assistance of a supervisor, encourage **visitors who should not be at the site** to leave as soon as is practical and give them appropriate assistance where necessary
- P4 communicate with **visitors** in a manner, and at a level and pace, appropriate to the individuals concerned. If necessary guide them to a member of staff most suitable to assist them
- P5 give confidential information only to those who are entitled to it
- P6 refer **visitors** to the appropriate source of information if you are unable to answer **visitors'** questions yourself
- P7 use working methods and systems which promote health and safety and which are consistent with relevant legislation and codes of practice

*You must be able to:*

#### **Care for visitors**

- P8 **care for visitors** in accordance with their needs and relevant policies
- P9 manage visitors in accordance with the needs of the site
- P10 encourage visitors to use the site in a way which is consistent with its purpose and condition, and in a manner which promotes their own safety and security
- P11 encourage visitors to ask questions or seek explanation and give appropriate accurate information where this is possible
- P12 refer visitors to the appropriate source of information if you are unable to answer visitors' questions yourself
- P13 identify correctly visitors who cause a threat and take the appropriate action to minimise any damage or risk
- P14 use working methods and systems which promote health and safety and which are consistent with relevant legislation and codes of practice

### Knowledge and understanding

*You need to know and understand:*

#### **Welcome and receive visitors**

- K1 preparations required for the arrival of visitors: safety, security, signposting, car parking
- K2 the importance of creating a positive first impression and how this is achieved e.g. competence of staff, personal presentation of staff, interpersonal skills –image of organisation
- K3 how to recognise those visitors who should not be at the site, to understand the limitations and the dangers in being able to deal with them on your own and to be able to deal with them in the most appropriate, constructive and firm way
- K4 sources of information - written, verbal
- K5 effective methods of communication e.g. two-way process, barriers, cultural differences etc.
- K6 organisational policy on confidentiality
- K7 how confidentiality can best be maintained
- K8 importance of effective liaison with colleagues, up-to-date information on organisation and its staff

*You need to know and understand:*

#### **Care for visitors**

- K9 methods of caring for visitors in a helpful way which is not overbearing or condescending
- K10 how to monitor visitors' needs and when to intercept to offer help
- K11 the needs of sites and the effects which visitors may have on them
- K12 ways in which the needs of the site are most effectively met whilst allowing visitors appropriate access
- K13 relevant organisational policies with regard to access, safety and security, protection
- K14 the importance of balancing the needs of the site with the needs of the visitors
- K15 sources of information - written, verbal
- K16 effective means of communicating with visitors with different interests and needs
- K17 organisational policy on confidentiality
- K18 the threats which visitors may cause to sites, including threats to the site and its contents plant and animal life, themselves, and other people
- K19 how to recognise those visitors who should not be at the site, to understand the limitations and the dangers in being able to deal with them on your own and to be able to deal with them in the most appropriate, constructive and firm way

### Additional Information

#### Scope/range related to performance criteria

#### Welcome and receive visitors

1. receive the following kinds of **visitors**:
  - 1.1. individuals
  - 1.2. groups
2. ensure that you have followed your supervisor's guidance when handling the following **visitors who should not be at the site**:
  - 2.1. those whose needs cannot be met at the site
  - 2.2. those whose interest is inconsistent with site objectives

#### Care for visitors

3. **care for visitors** in these ways:
  - 3.1. supporting visitors in terms of their safety and welfare
  - 3.2. providing information to visitors
  - 3.3. caring for the environment (e.g. by restricting access)

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### Care for and monitor the behaviour of visitors to sites

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**Relevant occupations** Agriculture, Horticulture and Animal Care; Animal care and veterinary science; Animal Care Services

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**Suite** Animal Care V2

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