



National Unit Specification: general information

UNIT Reception Duties and Skills (SCQF level 5)

CODE F4P1 11

SUMMARY

The focus of this Unit is practical. It is designed to enable candidates to develop knowledge, skills which will allow them to perform basic reception duties of receiving and directing clients/visitors and maintain a reception area.

This will be achieved through developing effective communication skills, theoretical knowledge and practical activity.

This Unit is suitable for candidates with no prior knowledge of reception duties.

OUTCOMES

- 1 Investigate the skills and activities required to carry out reception duties.
- 2 Maintain a reception area.
- 3 Receive and direct clients/visitors.

RECOMMENDED ENTRY

While entry is at the discretion of the centre it would be beneficial if the candidate had previous experience of dealing with callers and colleagues.

CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Administrative Information

Superclass: HL

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National Unit Specification: general information (cont)

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CORE SKILLS

There is no automatic certification of Core Skills components in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in Learning and Teaching Approaches for this Unit.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Investigate the skills and activities required to carry out reception duties.

Performance Criteria

- (a) Identify the range of activities and resources required to maintain a reception area.
- (b) Identify the range of personal skills and qualities required to effectively carry out reception duties.
- (c) Describe the positive and negative impact of the identified activities and skills required to carry out reception duties.

OUTCOME 2

Maintain a reception area.

Performance Criteria

- (a) Prepare a reception area with the required resources in accordance with the organisation's policy.
- (b) Perform the required duties and activities required to maintain a reception area in accordance with the organisation's policy.

OUTCOME 3

Receive and direct clients/visitors.

Performance Criteria

- (a) Greet clients/visitors promptly and direct/escort in accordance with organisation's policy.
- (b) Communicate information such as delays / non availability in a courteous polite manner.
- (c) Record messages accurately and pass on promptly in accordance with the organisation's policy.
- (d) Maintain accurate legible records and store safely in compliance with Data Protection legislation.
- (e) Safe and secure procedures are followed at all times in accordance with organisation's policy.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence is required to demonstrate that candidate has achieved all Outcomes and Performance Criteria.

Outcome 1 — Written and /or oral evidence

Outcome 1 requires the candidate to:

- ◆ identify the range of activities and resources required to maintain a reception area
- ◆ identify the range of personal skills and qualities required to effectively carry out reception duties
- ◆ describe the positive and negative impact of the identified activities and skills required to carry out reception duties

This should be evidenced in written and/or oral recorded evidence under supervised open-book conditions.

The range of activities and resources should include:

- ◆ Activities — answering the telephone; meeting and greeting clients; recording and passing on information/messages; taking appointments; directing /escorting clients and visitors
- ◆ Resources — telephone; pens/pencils; stationary; reception area; computer; literature; magazines

The range of personal skills and qualities should include:

- ◆ communication skills
- ◆ listening skills
- ◆ presentation skills
- ◆ courteous/polite
- ◆ helpful

Positive impact:

- ◆ business efficiency
- ◆ create a good team relationships
- ◆ client satisfaction
- ◆ create positive impression of organisation
- ◆ improve profits

Negative impact:

- ◆ client and team dissatisfaction
- ◆ unprofessional
- ◆ lose business (decrease profits)

These lists are not exhaustive and additional answers would be acceptable.

National Unit Specification: statement of standards (cont)

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Outcome 2 and 3 — Performance evidence

Evidence will be gathered through using a practical checklist to ensure satisfactory achievement on **TWO** occasions.

The checklist must include the following:

Perform the required duties and activities required to maintain a reception area and receive and direct clients/visitors:

- ◆ prepare a reception area with the required resources
- ◆ attend reception area in accordance with organisations policy
- ◆ resource reception area with required stationary
- ◆ list resources required to be reordered
- ◆ ensure reception are is kept tidy
- ◆ neatly display publicity and reading materials
- ◆ meet and Greet Clients and visitors promptly and courteously
- ◆ identify client's/visitors names and requirements
- ◆ direct/escort clients/visitors in accordance with organisation's policy
- ◆ communicate information such as delays/non availability in a courteous polite manner
- ◆ record messages accurately and pass on promptly in accordance with the organisation's policy
- ◆ maintain accurate legible records and store safely in compliance with Data Protection legislation
- ◆ safe and secure procedures are followed at all times in accordance with organisation's policy

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit is optional in the National Certificate Group Award in Beauty Care and Make-up at SCQF level 5 and the National Certificate Group Award in Hairdressing at SCQF level 5 but can also be taken as a free-standing Unit.

On completion of this Unit the candidate will have gained the knowledge and skills required to perform reception duties in a range of organisations. The candidate will have the opportunity to reach a level of competence which will enable them to perform reception duties in a realistic environment.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

There should be an introduction to the Unit outlining the content of the Unit and the assessment requirements. Health and safety procedures should be followed throughout the Unit.

As this Unit is predominantly practical based the main teaching approaches would be demonstration; practical activity and role-play within a realistic working environment. There are however areas requiring group discussion and research — health and safety; working environment; organisational policy and procedure, Data Protection and confidentiality legislation. Practical activities should have a strong focus on communications skills and on how to deal with a range of client/visitor situations i.e. angry/confused, giving information and late/early client/visitors this may be through role play to enable candidates develop skills and build confidence. Candidates will be supervised, directed and supported until they reach a level of competence where they are able to work unassisted.

There is also an opportunity for the students to utilise ICT facilities to enable them to research, identify and source examples reception within a range of organisations. Lectures and handouts would assist the learning experience as well as the use of formative assessments to assess underpinning knowledge and distance travelled. Candidates should be encouraged to make use of centre facilities such as the library and ICT.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

There are opportunities to gather evidence toward the Core Skills: *Communication*, *Working with Others*, and *Problem Solving* although there is no automatic certification of Core Skills.

National Unit Specification: support notes (cont)

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GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

The practical assessment for Outcome 2 and 3 should be carried out towards the end of the Unit when the candidate has had the benefit of practice and support. The candidate should be assessed on two occasions. Each practical assessment should be carried out in a realistic working environment. Time should be left to allow for re-assessment.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs (www.sqa.org.uk)*.