Unit PPL2FOH1 (HL3E 04) Deal with Communications as Part of the Reception

Function

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This standard is about dealing with incoming and outgoing communications and deciding on the most appropriate method to use with customers. It is for anyone that works as part of the reception team who has to directly communicate with customers. The way in which they now communicate with organisations is varied and can range from a letter to interaction through social media. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** | |
| **What you must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1-4 and 6-11 by directly observing the candidate’s work. PCs 5 and 12 may be assessed by alternative methods if observation is not possible. | |
| **Deal with incoming communications**  **1 Deal with communications promptly, politely and in line with your organisation's style and procedures.**  **2 Identify the person, find out what their needs are and deal with these correctly.**  **3 Answer enquiries accurately without giving any confidential information.**  **4 Record clear and accurate messages and pass them on as requested.**  5 Deal with any problems correctly. | **Deal with outgoing communications**  **6 Choose the best method of communicating with the person concerned in a prompt and polite way.**  **7 Use your organisation's agreed style of communication.**  **8 Communicate in a way that gives a positive impression of yourself and your organization.**  **9 Identify yourself and explain the reason why you are making contact.**  **10 Give only non-confidential and relevant information to the person you have contacted.**  **11 Leave clear and accurate messages where needed.**  12 Deal with any problems correctly. |

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| **Scope/Range** | |
| **What you must cover:** | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | |
| **two** from:  (a) communicating by telephone  (b) communicating by letter or fax  (c) communicating by digital or on-line methods  (d) face-to-face communication | **both**:  (e) enquiries they can deal with themselves  (f) enquiries that need to be passed or transferred to another person or department  Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | **Scope/Range** | | | | | |
| **What you must do** | | | | | | | | | | | | **What you must cover** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** | **d** | **e** | **f** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
|  | **For the whole unit** |  |
| 1 | The range of methods you can use to communicate with other organisations and people |  |
| 2 | How to use the communications equipment in your organisation |  |
| 3 | Your organisation's style when communicating with other organisations and people |  |
| 4 | Why it is important to deal with everyone you communicate with politely and helpfully |  |
| 5 | The type of unexpected situations and problems that may occur when communicating with others, and how to deal with these |  |
| 6 | Why it is important to give only accurate and non- confidential information |  |
| 7 | Why it is important to choose the most appropriate method of communication |  |
|  | **Deal with incoming communications** |  |
| 8 | Your organisation's standards for answering incoming communications, digital and non digital, and why these are important |  |
| 9 | Why it is important to identify people who make enquiries and establish their needs |  |
| 10 | Why it is important to relay messages promptly to those concerned, and the procedures that you should follow |  |
|  | **Deal with outgoing communications** |  |
| 11 | Why it is important to identify yourself and explain the purpose of making contact |  |
| 12 | Why it is important to give only accurate and non-confidential information |  |
| 13 | Why it is important to communicate clearly, using a tone and pace which can be easily understood both verbally and non verbally |  |
| 14 | How to communicate both orally and in writing, in a way that gives a positive impression of you and your organisation |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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