

Unit PPL1FOH10 (HL3F 04) Contribute to Solving Business Problems

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 unit is for members of staff that are involved in solving business related problems. Roles associated with this level could be deputy head receptionists, shift leaders or similar level roles. It includes checking your understanding of the problem, seeking advice on how to  deal with it and agreeing how to recognise when it has been solved. |

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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 1–5 by directly observing the candidate’s work.  PCs 6–9 may be assessed by alternative methods if observation is not possible. |
| **1 Check understanding of the business problem.**  **2 Demonstrate empathy to the customer when they are explaining the problem.**  **3 Take responsibility for the problem where possible.**  **4 Discuss the business problem with others.**  **5 Seek advice on how to deal with the business problem.**  6 Update customers on the progress of the problem being solved if this is not immediate.  7 Agree how to recognise when the business problem has been solved.  8 Use support and feedback from others to help solve the business problem.  9 Confirm with the customer that the problem has been resolved before they leave the establishment wherever possible. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | |
| **What you must do** | | | | | | | | |
|
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** |
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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). | |
| 1 | How to identify a business problem |  |
| 2 | How to be empathetic to a customer |  |
| 3 | Different ways to solve business problems |  |
| 4 | Different ways of recognising when a business problem has been solved |  |
| 5 | How to update the customer on the progress of the problem being resolved |  |
| 6 | Reasons for using support and feedback from others |  |
| 7 | How to ensure customers don't leave the establishment without the problem being resolved |  |

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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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