

Unit Title: Reception And Filing Skills
Unit Level: Entry 3
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJC778
Ofqual Unit Code: Y/506/0546

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to perform reception duties in an office environment.	1.1	Identify at least three important aspects of personal appearance.
		1.2	Demonstrate how to greet a visitor appropriately.
		1.3	Demonstrate how to show a visitor where to go.
		1.4	Demonstrate how to introduce a visitor.
2.	Be able to perform some filing in an office environment.	2.1	State why filing is necessary.
		2.2	Demonstrate how to find a file.
3.	Be able to deal with messages in an office environment.	3.1	State at least three reasons for taking and delivering messages.
		3.2	Demonstrate how to recognise different kinds of messages, for example, written and spoken.
		3.3	Demonstrate how to pass messages on appropriately.

Assessment Guidance:

NA

Additional Information:

NA