

Unit Title: Reception and Filing Skills	
Level:	Entry Three
Credit Value:	3
GLH:	30
OCNLR Unit Code:	AY7/E3/LQ/002
Ofqual Unit Reference Number:	H/505/3194

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. State why good personal appearance is important when working in reception. 1.2. Greet a visitor appropriately. 1.3. Show a visitor where to go. 1.4. Introduce a visitor.
2. Be able to carry out filing tasks in an office environment.	2.1. State why it is important to file documents. 2.2. Follow instructions to retrieve a file.
3. Be able to deal with messages in an office environment.	3.1. Give a reason for taking and delivering messages. 3.2. Give examples of different kinds of messages that could be taken and delivered. 3.3. Pass a message on appropriately.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	