

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Reception and Filing Skills

Unit Reference Number: J/615/6506

Level: Entry Level Three (3)

Credit Value: Three (3)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to carry out reception duties in an office environment	1.1 State why personal appearance is important in giving a positive impression
	1.2 Greet a visitor appropriately
	1.3 Show a visitor where to go
	1.4 Introduce a visitor
	1.5 List reasons for taking and delivering messages
	1.6 Identify different types of messages
	1.7 Pass messages on within an agreed timeframe to the intended recipient
2. Be able to carry out basic filing in an office environment	2.1 State why filing is necessary
	2.2 Find a file
	2.3 Put file back in correct place