

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Welcome, Receive and Care for Visitors to Sites
Unit Reference Number:	M/618/8396
Level:	2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how to welcome, receive and care for visitors to land-based work sites.	1.1 State the preparations and security arrangements required for the arrival of: <ul style="list-style-type: none">• Individual visitors• Groups of visitors to land-based work sites.
	1.2 Outline the importance of making good first impressions on visitors to the site.
	1.3 Explain ways to make good first impressions on visitors to the site.
	1.4 Outline the importance of maintaining site safety and security during visits.
	1.5 Describe effective methods of communicating with groups and individuals visiting sites.
	1.6 Explain how to recognise and deal with unauthorised visitors to sites.
	1.7 Outline methods for preventing unauthorised persons from accessing the site.
	1.8 Outline limits of own responsibilities when dealing with visitors.

	<p>1.9 Outline how the purpose of the site can be maintained whilst accommodating the needs and security of visitors, including:</p> <ul style="list-style-type: none"> • Supporting the health and welfare of visitors • Providing information to visitors • Caring for the environment • Maintaining site health and safety and working practices.
	<p>1.10 Explain what adaptations may be made to the site and planned activities to accommodate visitors with specific needs including:</p> <ul style="list-style-type: none"> • Mobility • Visibility • Communication methods
	<p>1.11 Outline roles and responsibilities in relation to visitor health and safety during site visits.</p>
	<p>1.12 Explain how to undertake risk assessments for site visits.</p>
2. Be able to receive, welcome and care for visitors to sites.	<p>2.1 Carry out risk assessments for site visits, including any necessary site and activity adjustments to take account of weather and unexpected visitor needs.</p>
	<p>2.2 Greet visitors in an appropriate manner.</p>
	<p>2.3 Communicate effectively with visitors to sites.</p>
	<p>2.4 Care for visitors in ways that meet their needs and relevant working practices and health and safety guidelines.</p>
	<p>2.5 Work in ways which maintain site safety and security during visits.</p>
	<p>2.6 Refer visitors to appropriate sources of information.</p>
	<p>2.7 Manage visitors in ways that are consistent with the purpose of the site and promote the health, safety and security of visitors and staff.</p>
	<p>2.8 Make appropriate adaptations to meet the needs of visitors in terms of:</p> <ul style="list-style-type: none"> • Types and duration of activities • Weather and site conditions • Mobility • Visibility • Communication methods