

Logbook for candidates

NVQ

Edexcel Level 2 NVQ in Front Office

October 2009

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Section 1: Edexcel Level 2 NVQ in Front Office

Introduction

This document contains information specific to the Edexcel Level 2 NVQ in Front Office. It should be read in conjunction with the *Edexcel NVQ guidance for candidates* that will be provided by your assessor.

National Occupational Standards and NVQs

The standards, assessment strategy and qualification structures for Front Office are owned by People 1st, who reviewed these National Occupational Standards. The NVQs have been developed from the National Occupational Standards.

The Edexcel Level 2 NVQ in Front Office gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

People 1st
2nd Floor
Armstrong House
38 Market Square
Uxbridge
UB8 1LH

Telephone: 01895 817000
Website: www.people1st.co.uk

NVQ's are designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which Edexcel NVQs in Hospitality and Catering are available?

Edexcel NVQs in Hospitality and Catering are available as follows:

- Edexcel Level 2 NVQ in Food and Drink Service
- Edexcel Level 2 NVQ in Front Office
- Edexcel Level 2 NVQ in Housekeeping
- Edexcel Level 2 NVQ in Multi-skilled Hospitality Services
- Edexcel Level 2 NVQ in Food Processing and Cooking
- Edexcel Level 2 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Hospitality Supervision.

It is important that you select the most appropriate level related to your work role.

Who are these Edexcel NVQs for?

At Levels 2 and 3 candidates are expected to be in an operational role in the workplace.

The Edexcel NVQs in Hospitality and Catering are suitable for people already employed in the hospitality industry and for those wishing to gain entry into the industry.

These NVQs are applicable for people working, or wishing to work, in a wide range of hospitality and catering outlets, for example:

- fine dining restaurants
- quick service restaurants
- hotels
- bed and breakfasts
- youth hostels
- holiday parks
- contract caterers
- armed forces
- schools
- care homes.

The National Occupational Standards cover a diverse range of job roles, for example:

- bar person/supervisor
- cellar person
- receptionist/front of house staff
- waiter
- craft chef
- kitchen assistant
- chef
- youth hostel worker/supervisor
- school cook.

What progression opportunities do these Edexcel NVQs offer me?

NVQ qualifications allow candidates to progress within employment, to other NVQs or to vocationally-related qualifications.

At Level 2 candidates may progress to:

- other Edexcel Level 2 NVQs in Hospitality and Catering
- other related Edexcel Level 2 or 3 NVQs
- Edexcel Level 3 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Hospitality Supervision
- Edexcel Level 3 BTEC National Certificate or Diploma in Hospitality.

At Level 3 candidates may progress to:

- other Edexcel Level 3 NVQs in Hospitality and Catering
- other related Edexcel Level 3 NVQs
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Licensed Retail)
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Leisure and Tourism)
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Culinary Arts).

What is the structure of the Edexcel Level 2 NVQ in Front Office?

To achieve the whole qualification at Level 2, you must prove competence in **four mandatory units** and **four option units** with:

- a minimum of two units from option units A
- a minimum of two units from option units B.

Mandatory units for the Edexcel Level 2 NVQ in Front Office

You must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
2R1	Deal with communications as part of the reception function	2R1.1	Deal with incoming communications
		2R1.2	Deal with outgoing communications
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective team work	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN1.2	Respond appropriately to customers
		2GEN1.3	Communicate information to customers

Option units for the Edexcel Level 2 NVQ in Front Office

You must achieve **four** option units with:

- a minimum of two units from option units A

AND

- a minimum of two units from option units B.

Option units A

You must achieve **two** of the following units.

Unit number	Title	Element number	Title
2R2	Deal with the arrival of customers	2R2.1	Deal with the arrival of customers
2R3	Deal with bookings	2R3.1	Deal with booking enquiries
		2R3.2	Confirm, cancel and amend bookings
2R4	Prepare customer accounts and deal with departures	2R4.1	Prepare and maintain customer accounts
		2R4.2	Deal with the departure of customers
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments

Option units B

You must achieve **two** of the following units.

Unit number	Title	Element number	Title
2R5	Exchange foreign cash and travellers' cheques	2R5.1	Exchange foreign cash
		2R5.2	Exchange foreign travellers cheques
2R6	Prepare and print documents using a computer	2R6.1	Enter and edit text
		2R6.2	Format and layout documents
		2R6.3	Print documents
2R7	Record, store and supply information using a paper-based filing system	2R7.1	Record and store information
		2R7.2	Retrieve and supply information
2R8	Handle mail and book external services	2R8.1	Handle mail and messages
		2R8.2	Book external services
2R9	Resolve customer service problems	2R9.1	Identify customer service problems
		2R9.2	Select the best solution to resolve customer service problems
		2R9.3	Implement the solution to customer service problems
2R10	Enter, retrieve and print data in a database	2R10.1	Enter and find data
		2R10.2	Generate reports from a database
2R11	Identify and provide tourism related Information and advice	2R11.1	Identify your customer's needs for information
		2R11.2	Source and provide information and advice

Section 2: Worked examples of forms

This section should be read alongside the *Edexcel NVQ guidance for candidates*, which you should get from your assessor. This publication provides a full explanation about:

- NVQ qualifications and how they are assessed
- what evidence is and how you can collect it
- how to build your portfolio logbook
- how to use each recording form.

This is also available on the Edexcel website at

- www.edexcel.com/quals/nvq/pages/default.aspx.

Collecting your evidence

This section contains completed examples of the forms you, your assessor and the internal verifier will use while you are undertaking your Edexcel Level 2 NVQ in Front Office.

The forms are:

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit progress and sign-off record
- Form 7: Element achievement record
- Form 8: Knowledge evidence record
- Form 9: Personal statement
- Form 10: Observation record
- Form 11: Witness testimony
- Form 12: Expert witness evidence record
- Form 13: Record of questions and candidate's answers.

You will find a detailed description on how to use these forms in the *Edexcel NVQ guidance for candidates*.

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

Name: Bethany Fox	
Job title: Sous Chef	
Name of employer/training provider/college: Lexdon Arms Hotel	
Their address: The Mill House Lexdon Wiltshire Postcode: SN4 2AA	
Telephone number (Home): 01481 295835	(Work): 01481 670540
Email address: N/A	Fax number: N/A
NVQ: Professional Cookery Level: 2	
Units submitted for assessment: 1GEN1 Maintain a safe, hygienic and secure working environment 1GEN4 Contribute to effective teamwork 2GEN3 Maintain food safety when storing, preparing and cooking food 2FC1 Cook and finish basic fish dishes 2FC2 Cook and finish basic shellfish dishes 2FC3 Cook and finish basic meat dishes 2FC4 Cook and finish basic poultry dishes 2FC7 Cook and finish basic vegetable dishes 2P&C1 Complete kitchen documentation 2P&C2 Set up and close kitchen 2FPC13 Prepare, cook and finish healthier dishes	

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Mentor: Sarah James

(Please provide details of mentor's experience):

Sarah has worked in a variety of hotels and restaurants over the last 20 years. She has been a sous chef at the Lexdon Arms Hotel for the last 5 years.

Assessor: Darren Higgitt

Date: 20/02/09

Example form 2 – Personal profile

Name: Bethany Fox	
Address: 2 Hawthorn Crescent Lexdon Wiltshire Postcode: SN4 3ZZ	
Telephone number (Home): 01481 295835	(Work): 01481 670540
Email address: N/A	Fax number: N/A
Job title: Sous Chef	
Relevant experience	
Description of your current job: Currently, I am a sous chef in the hotel restaurant's kitchen. I assist with the preparation, cooking and finishing of food and dishes for the main lunch and dinner services. I also assist with setting up and closing the kitchen.	
Previous work experience or attach copy of a current CV: CV attached	
Qualifications and training and/or attach copy of a current CV: CV attached	
Voluntary work/interests: Music, dancing and museums.	
Name of employer/training provider/college: Lexdon Arms Hotel	

continued overleaf...

Address:

The Mill House

Lexdon

Wiltshire

Postcode: SN4 2AA

Telephone number (Work):

01481 295835

Fax number:

01481 6700540

Email address: N/A

Type of business, if employer:

Hotel and restaurant

Number of staff:

75

Structure of organisation (including chart or diagram if available):

See attached organisational chart

Example form 3 – Contents checklist

NVQ title: Level 2 in Professional Cookery		
Candidate: Bethany Fox		
	Completed?	Page/section number
Title page for the portfolio	Yes	1
Personal profile <ul style="list-style-type: none"> • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college 	Yes	2
Summary of the units	Yes	3
Completed units <ul style="list-style-type: none"> • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans 	Yes	4
Unit progress records	Yes	5
Index of evidence (with cross-referencing information completed)	Yes	6
Evidence (with reference numbers) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 	Yes	7

Example form 4 – Index of evidence

NVQ title and level: Level 2 in Professional Cookery				
Candidate: Bethany Fox				
Evidence number	Description of evidence	Included in portfolio (Yes/No) <i>If No, state location</i>	Units/elements evidence links to <i>(give specific numbers, eg 5.2.1)</i>	Internal verifier signature and date of sampling
1	Personal statement	Yes	1GEN1.2	
2	Observation record	Yes	1GEN1.2	
3	Witness testimony J Carr	Yes	1GEN1.2	
4	Expert witness testimony S James	Yes	1GEN1.2	
5	Record of questions and answers	Yes	1GEN1.2	
6	Diary entry - emergency procedures practice drill	Unit diary	1GEN1.2	
7				
8				

Example form 5 – Unit assessment plan

NVQ title: Level 2 in Professional Cookery				
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment				
Candidate: Bethany Fox			Assessor: Darren Higgitt	
Normal working activities performed				
	TYPICAL EVIDENCE	WORK AREA	EXPECTED COMPLETION DATE	LINKS TO OTHER UNITS/ ELEMENTS
ELEMENT:				
1GEN1.2	Observation and discussion about identifying potential hazards	Kitchen and storage areas	15/05/09	
ELEMENT:				
1GEN1.2	Observation of demonstrating that able to follow all health, hygiene and safety procedures	Kitchen and storage areas	15/05/09	
ELEMENT:				
1GEN1.2	Observation of correct reporting of accidents or near accidents	Kitchen and storage areas	15/05/09	
Activities needing to be performed				
ELEMENT:				
ELEMENT:				
ELEMENT:				

continued overleaf...

Additional comments

As observations will take place during normal day-to-day work some evidence for other units may occur.

Assessor's signature: D Higgitt**Date: 10/04/09****Candidate's signature: B Fox****Date: 10/04/09**

Example form 6 – Unit progress and sign-off record

NVQ title and level: Level 2 in Professional Cookery									
Candidate: Bethany Fox									
Assessor: Darren Higgitt									
To achieve the whole qualification, you must prove competence in three mandatory units and eight option units.									
Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.									
Mandatory	1GEN 1	1GEN 4	2GEN 3						
Option	FC1	FC3	FC4	FC7	2P&C1	2P&C2	2FPC13	2GEN2	

Mandatory units			
Unit number	Title	Assessor's signature	Date
1GEN1	Maintain a safe, hygienic and secure working environment	D Higgitt	15/05/09
1GEN4	Contribute to effective teamwork	D Higgitt	15/05/09
2GEN3	Maintain food safety when storing, preparing and cooking food	D Higgitt	15/05/09

Option units			
Unit number	Title	Assessor's signature	Date
FC1	Cook and finish basic fish dishes		
FC2	Cook and finish basic shellfish dishes		
FC3	Cook and finish basic meat dishes		
FC4	Cook and finish basic poultry dishes		
FC7	Cook and finish basic vegetable dishes		
2P&C1	Complete kitchen documentation		
2P&C2	Set up and close kitchen		
2FPC13	Prepare, cook and finish healthier dishes		
2GEN2	Order stock		

Example form 7 – Element achievement record

NVQ title and level: Level 2 in Professional Cookery				
Candidate: Bethany Fox				
Assessor: Darren Higgitt				
Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment				
Element: 1GEN1.2 Help to maintain a hygienic, safe and secure workplace				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
To meet the national standard you must:				
1	keep a look out for hazards in your workplace	1/03	10/04	
2	identify any hazards or potential hazards and deal with these correctly	1/03	10/04	
3	report any accidents or near accidents quickly and accurately to the proper person	10/04		
4	follow health, hygiene and safety procedures in all your work	1/03		
5	practise emergency procedures correctly	10/04		
6	follow your organisation's security procedures.	10/04		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1. Hazards	10/04			
a relating to equipment				
b relating to areas where you work				
c relating to personal clothing				
2. Ways of dealing with hazards	10/04			
a putting them right yourself				
b reporting them to appropriate colleagues				
c warning other people				
3. Emergency procedures				
a fire	10/04			
b threat				
c security.				

Feedback/comments:	
The candidate will generate most of the evidence for this units in her normal day-to-day work.	
Assessor's signature: D Higgitt	Date: 10/04/09
Candidate's signature: B Fox	Date: 10/04/09

Example form 8 – Knowledge evidence record

NVQ title and level: Level 2 in Professional Cookery										
Candidate: Bethany Fox					Assessor: Darren Higgitt					
<p>Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit:		Type of evidence								
		EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
For the whole unit										
K1	your responsibilities under the Health and Safety at Work Act							X		
K2	why it is important to work in a healthy, safe and hygienic way		X	X	X				X	
K3	where you can get information about health, hygiene and safety in your workplace							X		
Element 1GEN1.1										
K4	general rules on hygiene that you must follow									
K5	why correct clothing, footwear and headgear should be worn at all times									
K6	why it is important to maintain good personal hygiene									
K7	what you should do if you have cuts, grazes and wounds and why it is important									
K8	the types of hazards that you may find in your workplace and how to deal with these correctly		X	X				X	X	
K9	hazards you can deal with yourself and hazards that you must report to someone else			X					X	
K10	how to warn other people about hazards and why this is important		X						X	

continued overleaf...

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K11 why you should report accidents and near accidents and who you should report these to		X						X	
K12 types of emergencies that may happen in your workplace and how to deal with these							X		
K13 where to find first aid equipment and who the registered first-aider is in your workplace									
K14 safe lifting and handling techniques that you must follow									
K15 other ways of working safely that are relevant to your job and why these are important									
K16 your organisation's emergency procedures, in particular for fire, and how you should follow these									
K17 the possible causes of fire in your workplace									
K18 what you can do to minimise the risk of fire									
K19 where to find fire alarms and how to set them off									
K20 why you should never approach a fire unless it is safe to do so									
K21 why it is important to follow fire safety laws									
K22 your organisation's security procedures and why these are important									
K23 the correct procedures for dealing with customer property									
K24 why it is important to report all usual/non-routine incidents to the appropriate person.									

continued overleaf...

Feedback/comments:

From my observations and discussions it is evident that the candidate has a clear understanding of the knowledge requirements for identifying and dealing with hazards and accidents in the work environment.

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature: Bethany Fox

Date: 10/04/09

Assessor's signature: D Higgitt

Date: 10/04/09

Internal verifier's signature: M Day

Date: 10/04/09

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Example form 9 – Personal statement

NVQ title and level: Level 2 in Professional Cookery				
Unit/element(s): 1GEN1 Maintain a safe, hygienic and secure working environment				
Candidate: Bethany Fox				
Purpose of statement:				
Evidence index number: 1				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
10/04/09	1	<p>As evidence towards this unit I attended in-house training on identifying and dealing with hazards and potential hazards within the workplace.</p> <p>I discussed the training with my supervisor when I was at my work station within the kitchen.</p> <p>I was observed by my supervisor carrying out my standard work duties to confirm that I was doing so appropriately and safely.</p>		1GEN1.2 PC2 PC4 PC6
Candidate's signature: Bethany Fox			Date: 10/04/09	
Assessor's signature: Darren Higgitt			Date: 10/04/09	

Example form 10 – Observation record

NVQ title and level: Level 2 in Professional Cookery	
Unit/element(s): 1GEN1 Maintain a safe, hygienic and secure working environment	
Candidate: Bethany Fox	Date of observation: 10/04/09
Evidence index number: 2	
Skills/activities observed:	PCs and range covered:
<p>Bethany verbally identified the health, hygiene and safety procedures appropriate for the preparation and cooking of food within the kitchen environment.</p> <p>She then demonstrated compliance with these procedures when preparing dishes for the lunch service.</p> <p>Bethany also verbally discussed how she might identify and deal with any hazards within the workplace.</p>	<p>PC 1</p> <p>PC 2</p> <p>PC 4</p> <p>Range statements 1 and 2</p>
Knowledge and understanding apparent from this observation:	
K1, K2 K8. K9, K10, K14, K15	
Other units/elements to which this evidence may contribute:	
Assessor comments and feedback to candidate:	
Clear knowledge of safe working practices and the appropriate regulations covering these practices. Followed health, hygiene and safety procedures for preparing and cooking food.	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature: D Higgitt	Date: 10/04/09
Candidate's signature: B Fox	Date: 10/04/09

Example form 11 – Witness testimony

NVQ title and level: Level 2 in Professional Cookery	
Candidate name: Bethany Fox	
Evidence index number: 3	
Where applicable, evidence number to which this testimony relates: 3	
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment	
Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace	
Range:	
Date of evidence: 10/04/09	
Witness name: James Carr	
Relationship to candidate: Supervisor	
<p>Details of testimony:</p> <p>I confirm that Bethany followed the appropriate health, hygiene and safety procedures when working in the kitchen preparing and cooking food.</p> <p>Bethany also reported a near accident to me quickly and accurately enabling the situation to be resolved.</p> <p>Bethany carries out her duties in such a way that does not cause harm to herself or others, or damage any food items.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Witness signature: J Carr	
Name: James Carr	Date: 10/04/09
Contact telephone number:	
Please tick (✓) the appropriate box.	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE NVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 12 – Expert witness evidence record

NVQ title and level: Level 2 in Professional Cookery	
Candidate name: Bethany Fox	
Evidence index number: 4	
Where applicable, evidence number to which this testimony relates: 4	
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment	
Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace	
Date of evidence: 10/04/09	
Expert witness name: Sarah James	
Relationship to candidate: Mentor	
<p>Details of testimony:</p> <p>I can confirm that Bethany has undergone the appropriate training in order to be able to identify and deal with hazards in the workplace and that she discussed this with her supervisor.</p> <p>Bethany follows the appropriate the health, hygiene and safety procedures when working.</p> <p>I can also confirm that Bethany is aware of the importance of reporting accidents to the appropriate person quickly and accurately, and I was able to observe her reporting a near accident to her supervisor.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature: S James	
Name: Sarah James	Date: 10/04/09
Contact telephone number:	

<i>Please tick (✓) the appropriate box.</i>	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
<input checked="" type="checkbox"/>	CURRENT EXPERTISE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE NVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 13 – Record of questions and candidate’s answers

NVQ title and level: Level 2 in Professional Cookery	
Candidate name: Bethany Fox	
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment	Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace
Evidence index number: 5	
Circumstances of assessment: Knowledge is inferred from performance across the whole unit. To confirm the knowledge and understanding requirements I asked the candidate the questions indicated below.	
List of questions and candidate’s responses:	
Q: Describe your duties and responsibilities under the HASAW Act. A:	
Q: Identify appropriate sources of information and guidance on health and safety issues within the organisation. A:	
Q: What are the hazards and risks associated with your working environment? A:	
Q: Identify the hazards and risks associated with the tools and equipment that you use. A:	

continued overleaf...

Q: What are the types of emergencies that could occur in your working environment?

A:

Assessor's signature: D Higgitt

Date: 10/04/09

Candidate's signature: B Fox

Date: 10/04/09

Section 3: Logbook

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Mandatory units

Unit summary sheet

Unit 2R1: Deal with communications as part of the reception function

What is the unit about?

This unit is about dealing with incoming communications, for example taking telephone calls and emails, taking accurate messages and passing them on. It also covers dealing with outgoing communications, for example making telephone calls, and leaving messages where appropriate.

When you have completed this unit, you will have proved you can:

- 2R1.1 Deal with incoming communications
- 2R1.2 Deal with outgoing communications.

The typical day-to-day activities you might carry out for this unit include:

- dealing with enquiries by telephone, fax and email
- recording and passing on messages to colleagues
- making telephone calls, sending faxes and emails.

What some of the words in this unit mean

Communicating in a way that gives a positive impression:

verbal

For example, by speaking clearly, avoiding jargon and slang.

written

By avoiding spelling mistakes and simple grammatical errors.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R1 Deal with communications as part of the reception function				
Element: 2R1 Deal with incoming communications				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	deal with communications promptly, politely and in line with your organisation's style			
2	identify the person, find out what their needs are and deal with these correctly			
3	answer enquiries accurately without giving any confidential information			
4	record clear and accurate messages and pass them on as requested			
5	deal correctly with any problems.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Communications			
	a	by telephone		
	b	by letter or fax		
	c	using email		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Enquiries				
a those you can deal with yourself				
b those who need to be passed/ transferred to another person/ department.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R1 Deal with communications as part of the reception function				
Element: 2R1.2 Deal with outgoing communications				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	choose the best method of communicating with the person concerned			
2	use your organisation's agreed style			
3	communicate in a way that gives a positive impression of yourself and your organisation			
4	identify yourself and explain the reason why you are making contact			
5	give only non-confidential and relevant information to the person you have contacted			
6	leave clear and accurate messages where needed			
7	deal with any problems correctly.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Methods of communicating			
	a by telephone			
	b by letter or fax			
	c using email.			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
Unit title: 2R1 Deal with communications as part of the reception function											
<p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
For the whole unit											
K1	The range of methods you can use to communicate with other organisations and people										
K2	How to use the communications equipment in your organisation										
K3	Your organisation's style when communicating with other organisations and people										
K4	Why it is important to deal with everyone you communicate with politely and helpfully										
K5	The type of unexpected situations and problems that may occur when communicating with others how to deal with these										
K6	Why it is important to give only accurate and non-confidential information										
Element 2R1.1											
K7	Your organisation's standards for answering telephone calls and why these are important										
K8	Why it is important to identify people who make enquiries and establish their needs										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K9 Why it is important to relay messages promptly to those concerned and the procedures that you should follow									
K10 Your organisation's standards for answering telephone calls and why these are important									
Element 2R1.2									
K11 Why it is important to identify yourself and explain the purpose of making contact									
K12 Why it is important to give only accurate and non-confidential information									
K13 Why it is important to communicate clearly using a tone and pace which can be easily understood									
K14 How to communicate both orally and in writing in a way that gives a positive impression of you and your organisation.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 1GEN1: Maintain a safe, hygienic and secure working environment

What is the unit about?

This unit is about basic health, hygiene, safety and security. This includes maintaining a clean and hygienic personal appearance, getting any cuts and grazes treated, and reporting illnesses and infections. The unit also covers safety and security in your workplace helping to spot and deal with hazards and following emergency procedures when necessary.

When you have completed this unit, you will have proved you can:

- 1GEN1 Maintain personal health and hygiene
- 1GEN1 Help to maintain a hygienic, safe and secure workplace.

The typical day-to-day activities you might carry out for this unit include:

- keeping your personal appearance neat, tidy and hygienic
- getting cuts and scratches treated and reporting illnesses
- practising fire and other emergency procedures
- helping to keep your customers, colleagues and visitors safe by dealing with hazards
- working in a healthy and safe way
- maintaining hygiene in your work
- following security procedures.

What some of the words in this unit mean

Hazard	Something that may hurt you or other people in your workplace.
Organisation	The place where you work.
Security procedures	Ways of working that protect property from being stolen or unauthorised people.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment				
Element: 1GEN1.1 Maintain personal health and hygiene				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	wear clean, smart and appropriate clothing, footwear and headgear			
2	keep your hair neat and tidy and wear it in line with your organisation's standards			
3	make sure any jewellery, perfume and cosmetics you wear are in line with your organisation's standards			
4	get any cuts, grazes and wounds treated by the proper person			
5	report illness and infections promptly to the proper person.			
Feedback/comments:				
Assessor's signature:		Date:		
Candidate's signature:		Date:		

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: IGEN1 Maintain a safe, hygienic and secure working environment				
Element: IGEN1.2 Help to maintain a hygienic, safe and secure workplace				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	keep a look out for hazards in your workplace			
2	identify any hazards or potential hazards and deal with these correctly			
3	report any accidents or near accidents quickly and accurately to the proper person			
4	follow health, hygiene and safety procedures in all your work			
5	practise emergency procedures correctly			
6	follow your organisation's security procedures.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Hazards			
	a relating to equipment			
	b relating to areas where you work			
	c relating to personal clothing			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Ways of dealing with hazards				
a putting them right yourself				
b reporting them to appropriate colleagues				
c warning other people				
3 Emergency procedures				
a fire				
b threat				
c security.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment										
You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.										
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.										
You need to show that you know, understand and can apply in practice:										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	Your responsibilities under the Health and Safety at Work Act									
K2	Why it is important to work in a healthy, safe and hygienic way									
K3	Where you can get information about health, hygiene and safety in your workplace									
Element 1GEN1.1										
K4	General rules on hygiene that you must follow									
K5	Why correct clothing, footwear and headgear should be worn at all times									
K6	Why it is important to maintain good personal hygiene									
K7	What you should do if you have cuts, grazes and wounds and why it is important									
Element 1GEN1.2										
K8	The types of hazards that you may find in your workplace and how to deal with these correctly									
K9	Hazards you can deal with yourself and hazards that you must report to someone else									
K10	How to warn other people about hazards and why this is important									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K11 Why you should report accidents and near accidents and who you should report these to									
K12 Types of emergencies that may happen in your workplace and how to deal with these									
K13 Where to find first aid equipment and who the registered first-aider is in your workplace									
K14 Safe lifting and handling techniques that you must follow									
K15 Other ways of working safely that are relevant to your job and why these are important									
K16 Your organisation's emergency procedures, in particular for fire, and how you should follow these									
K17 The possible causes of fire in your workplace									
K18 What you can do to minimise the risk of fire									
K19 Where to find fire alarms and how to set them off									
K20 Why you should never approach a fire unless it is safe to do so									
K21 Why it is important to follow fire safety laws									
K22 Your organisation's security procedures and why these are important									
K23 The correct procedures for dealing with customer property									
K24 Why it is important to report all usual/non-routine incidents to the appropriate person.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
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Unit summary sheet

Unit 1GEN4: Contribute to effective team work

What is the unit about?

This unit is about making a useful contribution to the work of your team, ie the people you work with. 'Your team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself.

When you have completed this unit, you will have proved you can:

- 1GEN4.1 Organise your own work
- 1GEN4.2 Support the work of your team
- 1GEN4.3 Contribute to your own learning and development.

The typical day-to-day activities you might carry out for this unit include:

- following instructions
- keeping your work area tidy
- asking for help when you need it
- working on time
- helping others when they need help
- communicating with the people you work with
- getting feedback on what you do well and where you could improve
- continuing to learn and develop yourself.

What some of the words in this unit mean

Limits of your job role

What you are and are not allowed to do in the workplace.

In writing

For example, short messages.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN4 Contribute to effective team work				
Element: 1GEN4.1 Organise your own work				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	make sure you understand the instructions you are given			
2	ask questions about things you do not understand			
3	follow your instructions efficiently			
4	keep everything you need for your work organised and available			
5	keep your own working area as clean and tidy as possible			
6	keep waste to a minimum			
7	ask for help from the relevant person when you need it			
8	provide work on time and make.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
You can meet the national standard of work above.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN4 Contribute to effective team work				
Element: 1GEN4.2 Support the work of your team				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	give your team members help when they ask for it			
2	make sure the help you give them is within the limits of your job role and does not prevent you from completing your own work on time			
3	pass on important information to your team members as soon as possible			
4	maintain good working relationships with your team members			
5	report any problems with working relationships to the relevant person.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Support the work of one of the following types of team members			
	a line managers or team leaders			
	b other people in your team			
2	Communicate in all of the following ways			
	a face-to-face			
	b by telephone			
	c in writing.			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN 4 Contribute to effective team work				
Element: 1GEN4.3 Contribute to your own learning and development				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	ask your team members for feedback on your work and deal with this feedback positively			
2	identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve			
3	agree what you have to do to improve your work			
4	agree a learning plan with the relevant person that will help you to improve your work			
5	take part in activities that support this learning plan			
6	review your learning plan regularly and develop it further with the relevant person.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Feedback from both of the following types of team members			
	a line manager or team leader			
	b other people in your team			
2	The following types of feedback			
	a what you are doing well			
	b what you could do better.			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
<p>Unit title: 1GEN 4 Contribute to effective teamwork</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	Why effective team work is important and how you can contribute to your team's effectiveness									
K2	The people who make up your team and how they fit into the organisation's work									
K3	The responsibilities of your team and why they are important to the organisation as a whole									
K4	How to maintain good working relationships with other team members									
Element 1GEN4.1										
K5	Why it is important to understand instructions and why you should always ask if there are things you do not understand									
K6	How to make the most efficient use of your time and things that may prevent that									
K7	The equipment and materials you need in order to do your work and why you should keep these organised									
K8	Why it is important to keep your working area clean and tidy									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K9 Areas of your work where there could be lots of waste and why it is important to keep this waste to a minimum									
K10 Why it is important to ask for help when you need it and who you can ask									
K11 When you can and cannot provide help and support to others									
K12 Why it is important to provide work you have been asked to do on time and in a way that meets requirements									
Element 1GEN4.2									
K13 Why it is important to help team members in their work									
K14 The limits of your job role – what you can and cannot do when helping other team members									
K15 What could be essential information that needs to be passed on to a member of your team and why you need to pass it on as soon as possible									
K16 The types of behaviour that help the team to work well and the types that do not									
K17 Why you should report any problems with working relationships to your line manager									
K18 How to communicate clearly face-to-face, by telephone and in writing and why it is important									
Element 1GEN4.3									
K19 Why it is important to improve your own knowledge and skills to help the work of your team									
K20 Why it is important to get feedback from other team members and how to do so									

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K21 What aspects of your work could be improved and how a learning plan could help deal with these									
K22 The types of activities that help you to learn best									
K23 Why it is important to review your learning plan regularly.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Unit summary sheet

Unit 2GEN1: Give customers a positive impression of yourself and your organisation

What is the unit about?

Excellent customer service is provided by people who are good with people.

Your behaviour affects the impression that customers form of the service they are receiving. This unit is all about communicating with customers and giving a positive impression of yourself whenever you deal with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides. All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression, respond to us and give us good information. Every detail of your behaviour when dealing with a customer counts and this unit gives you the opportunity to prove that you can create that positive impression.

This unit is the same as the Institute for Customer Service Unit 1, Level 2.

When you have completed this unit, you will have proved you can:

- 2GEN1.1 Establish effective relationships with customers
- 2GEN1.2 Respond appropriately to customers
- 2GEN1.3 Communicate information to customers.

The typical day-to-day activities you might carry out for this unit include:

- meeting and greeting customers
- communicating with customers
- finding out what your customers' needs are
- dealing with customers' questions.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2GEN1 Give customers a positive impression of yourself and your organisation				
Element: 2GEN1.1 Establish effective relationships with customers				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	meet your organisation's standards for appearance and behaviour			
2	greet your customers in a way that is appropriate to their needs			
3	communicate with your customers in a way that makes them feel valued and respected			
4	identify and confirm the needs and expectations of your customers			
5	treat your customers courteously and helpfully even when you are working under pressure			
6	maintain communication with your customers to ensure that they are kept informed and reassured			
7	adapt your behaviour to respond effectively to different customer behaviour.			
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2GEN1 Give customers a positive impression of yourself and your organisation				
Element: 2GEN1.2 Respond appropriately to customers				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	respond appropriately to customers who indicate that they need or want your attention			
2	select an appropriate way of communicating with your customers to suit their individual needs			
3	respond promptly and positively to your customers' questions and comments			
4	allow your customers time to consider your response and give further explanation when appropriate			
5	check with your customers that you have fully understood their needs and expectations.			
Feedback/comments:				
Assessor's signature:				Date:
Candidate's signature:				Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2GEN1 Give customers a positive impression of yourself and your organisation				
Element: 2GEN1.3 Communicate information to customers				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	quickly locate information that will help your customer			
2	give your customers the information they need about the products or services offered by your organisation			
3	recognise information that your customers might find complicated and check whether they fully understand			
4	explain clearly to your customers any reasons why their needs or expectations cannot be met.			
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
<p>Unit title: 2GEN1 Give customers a positive impression of yourself and your organisation</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
For the whole unit											
K1	What your customers' rights are and how these rights limit what you are able to do for your customer										
K2	The specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and										
K3	Regulations that affect the way the products or services you deal with can be delivered to your customers										
K4	Industry, organisational and professional codes of practice and ethical standards that affect the way the products or										
K5	Services you deal with can be delivered to your customers										
K6	Any contractual agreements that your customers have with your organisation										
K7	The products or services of your organisation relevant to your customer service role										
K8	The guidelines laid down by your organisation that limit what you can do within your job										
K9	The limits of your own authority and when you need to seek agreement with or permission from others										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K10 Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met									
K11 How to communicate in a clear, polite, confident way and why this is important									
K12 Your organisation's standards for appearance and behaviour									
K13 Your organisation's guidelines for recognising customers' needs and expectations and responding positively to them									
K14 The rules and procedures regarding the methods of communication you use									
K15 How to recognise when a customer is angry and confused.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Option units

Unit summary sheet

Unit 1GEN2: Maintain and deal with payments

What is the unit about?

This unit is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure.

When you have completed this unit, you will have proved you can:

- 1GEN2.1 Maintain the payment point
- 1GEN2.2 Deal with payments.

The typical day-to-day activities you might carry out for this unit include:

- making sure you have enough till rolls and cash
- handing over till contents to the right person
- dealing with customers
- using a till.

What some of the words in this unit mean

Authorised collection	The correct person coming to pick up the payments from the till.
Cash equivalents	For example, vouchers, discounts, ledger payments.
Organisation	The place where you work.
Payment point	Usually a till.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN2 Maintain and deal with payments				
Element: 1GEN2.1 Maintain the payment point				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	make sure your payment point is working and that you have all the materials you need			
2	maintain the payment point and restock it when necessary			
3	make the payment point contents available for authorised collection when asked to.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Materials			
	a	cash		
	b	cash equivalents		
	c	relevant stationery.		

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 1GEN2 Maintain and deal with payments				
Element: 1GEN2.2 Deal with payments				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	enter information into the payment point correctly			
2	tell the customer how much they have to pay			
3	acknowledge the customer's payment and validate it where necessary			
4	put the payment in the right place according to your organisation's procedures			
5	give correct change			
6	carry out transactions without delay and give relevant confirmation to the customer.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Payments			
	a cash			
	b cheques			
	c credit cards			
	d cash equivalents			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
<p>Unit title: 1GEN2 Maintain and deal with payments</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
For the whole unit											
K1	Legal requirements for operating a payment point and taking payments from customers										
K2	Your organisation's security procedures for cash and other types of payments										
Element 1GEN2.1											
K3	How you should set up your payment point										
K4	How to get stocks of materials you need to set up and maintain the payment point										
K5	Why it is important to tell the customer about any delays and how you should do so										
K6	The procedures for collecting the contents of the payment point and who you should hand payments over to										
K7	The types of problems that might happen with your payment point and how to deal with these										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 1GEN2.2									
K8 How to operate the payment point correctly									
K9 The correct procedures for handling payments									
K10 What you should do if there are errors in handling payments									
K11 What might happen if you do not report errors									
K12 The types of problems that may happen when you are taking payments and how to deal with these.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 2R2: Deal with the arrival of customers

What is the unit about?

This unit is about dealing with the arrival of customers, processing their registration documents and promoting the products and services of the organisation.

When you have completed this unit, you will have proved you can:

- 2R2.1 Deal with the arrival of customers.

The typical day-to-day activities you might carry out for this unit include:

- meeting and greeting customers
- processing customer details and documentation
- dealing with customer problems
- giving customers information about services on offer.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R2 Deal with the arrival of customers				
Element: 2R2.1 Deal with the arrival of customers				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	correctly identify customer requirements			
2	retrieve any customer booking details from the booking system and check them with the customer			
3	offer alternatives for any services that are not available as requested			
4	complete the registration document correctly			
5	give accurate information which meets the customers needs			
6	promote the services and facilities of your organisation when appropriate			
7	pass on customer details to the relevant departments in line with organisation's procedures.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Customers			
	a customers with routine requirements			
	b customers with special requirements			
	c customers without advanced bookings			

continued overleaf...

Performance criteria: To meet the national standard you must:	<i>(Assessor to insert date each time competence is demonstrated)</i>			
2 Booking systems				
a computerised system				
b manual system				
3 Information to customers				
a location of room				
b key security and safety procedures				
c services and facilities available				
d prices				
e special offers and promotions available				
4 Services and facilities				
a business facilities				
b leisure facilities				
c food and beverage facilities.				

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
Unit title: 2R2 Deal with the arrival of customers											
<p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
For the whole unit											
K1	Your organisation's standards for customer care and why these are important										
K2	Your organisation's booking procedures and why it is important to follow these correctly										
K3	Your organisation's checking in procedures and why it is important to follow these correctly										
K4	Basic legal requirements relating to accommodation, goods and services for sale										
K5	The types of unexpected situations and problems that may occur when customers arrive and how to deal with these										
K6	Why registration documentation must be correctly completed by the customer										
K7	The specific requirements for registering overseas visitors										
K8	Your organisation's procedure for allocation of rooms										
K9	Why it is important to give accurate information to customers										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K10 Why it is important to correctly identify customer requirements									
K11 What registration information must be obtained in order to comply with legislation									
K12 Why all correspondence relating to the booking should be available.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Unit summary sheet

Unit 2R3: Deal with bookings

What is the unit about?

This unit is about handling booking enquiries and taking bookings from customers. It also covers making amendments (for example, of date and time) to bookings and keeping records up to date.

When you have completed this unit, you will have proved you can:

- 2R3.1 Deal with booking enquiries
- 2R3.2 Confirm, cancel and amend bookings.

The typical day-to-day activities you might carry out for this unit include:

- dealing with customer enquiries
- taking bookings
- solving customer problems
- confirming, amending and cancelling bookings.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R3 Deal with bookings				
Element: 2R3.1 Deal with booking enquiries				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	be polite and helpful when dealing with enquiries			
2	find out what your customer needs and give them accurate information			
3	take the opportunity to sell other products and services to the customer			
4	invite your customer to make a booking and take and record their details correctly.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Customers			
	a	with routine requests		
	b	with special needs		
2	Enquiries			
	a	telephone		
	b	face to face		
	c	letter or fax		
	d	electronic communication		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
3 Information				
a services and facilities available				
b features and benefits of services and facilities				
c prices.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R3 Deal with bookings				
Element: 2R3.2 Confirm, cancel and amend bookings				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	deal with customers in a polite and helpful manner at all times			
2	deal with confirmations in the booking system			
3	identify, check and follow up unconfirmed bookings in the booking system			
4	deal with booking amendments and cancellations and maintain records of bookings in line with your organisation's procedures.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Customers			
	a	with routine requests		
	b	with special needs		
2	Booking systems			
	a	computerised systems		
	b	manual systems		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
3 Booking amendments and cancellations				
a change bookings				
b cancel bookings.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
<p>Unit title: 2R3 Deal with bookings</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	The importance of dealing with customers politely and helpfully at all time									
K2	Why it is important to give accurate spoken and written information to customers									
K3	The types of unexpected situations and problems that may occur with bookings and how to deal with these correctly									
K4	Basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries									
K5	Your organisation's booking procedures and systems									
K6	The importance of up-selling, room product/rates and yield management and how these apply to your work role									
Element 2R3.1										
K6	Why it is important to get and record booking details accurately									
K7	Why it is important to take the opportunity to sell products and services									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R3.2									
K8 Your organisation's cancellation policies and procedures									
K9 Why confirmations and deposits are required from customers									
K10 Why it is essential to follow up unconfirmed bookings.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Unit summary sheet

Unit 2R4: Prepare customer accounts and deal with departures

What is the unit about?

This unit is about maintaining customer accounts by entering charges and adjustments into the account. It also covers dealing with departing customers by completing the relevant documentation and procedures and recording customer comments.

When you have completed this unit, you will have proved you can:

- 2R4.1 Prepare and maintain customer accounts
- 2R4.2 Deal with the departure of customers.

The typical day-to-day activities you might carry out for this unit include:

- entering charges against customer accounts and recording adjustments
- filing account information
- dealing with credit limits
- solving customer problems
- presenting accounts to the customer
- taking payments
- recording customer comments
- promoting the organisation to the customer.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R4 Prepare customer accounts and deal with departures				
Element: 2R4.1 Prepare and maintain customer accounts				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	enter charges regularly and accurately against customer accounts in the account system			
2	record any account adjustments accurately against customer accounts			
3	file and store account documents correctly at all times			
4	complete customer accounts for the customer			
5	make sure customer accounts cannot be accessed by unauthorised people.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Account systems			
	a computerised systems			
	b manual systems			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Account adjustments				
a charges				
b allowances/discounts				
c refunds				
d deposits/prepayments				
e transfers.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R4 Prepare customer accounts and deal with departures				
Element: 2R4.2 Deal with the departures of customers				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	prepare documents and other necessary items before the customer departs			
2	present the account to the customer for confirmation			
3	check customer account details and request payment as required			
4	complete documentation and deal with it using the correct account or booking system			
5	complete all other procedures for customer departures			
6	record customer comments, complaints and suggestions and feed them back to the appropriate person or department			
7	promote establishment services and facilities as appropriate.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Customer account			
	a those where part payment is required			
	b those where full payment is required			
	c those where the account does not require			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Account or booking system				
a computerised				
b manual.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Unit summary sheet

Unit 2R5: Exchange foreign cash and travellers' cheques

What is the unit about?

This unit is about exchanging cash, completing relevant documentation and calculating exchange rates. It also covers exchanging, validating and checking travellers cheques.

When you have completed this unit, you will have proved you can:

- 2R5.1 Exchange foreign cash
- 2R5.2 Exchange foreign travellers cheques.

The typical day-to-day activities you might carry out for this unit include:

- meeting and greeting customers
- exchanging cash
- changing traveller's cheques
- maintaining security.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title:				
Element: 2R5.1 Exchange foreign cash				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	accept foreign cash and inform the customer of exchange rates and commission charges			
2	complete documents accurately following your organisation's procedures			
3	check cash and complete exchange rate calculations accurately using an appropriate method and the correct exchange rate			
4	give the correct money and receipts and store cash that you receive in the correct place			
5	secure the exchange point against unauthorised access.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Method			
	a manual			
	b calculator/computer.			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title:				
Element: 2R5.2 Exchange foreign travellers cheques				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	establish the customer's identity following your organisation's procedures			
2	acknowledge the receipt of travellers cheques			
3	accept only travellers cheques that are in line with your organisation's procedures			
4	inform customers of relevant exchange rates and commission charges			
5	validate, accurately complete and authorise travellers cheques in line with your organisation's procedures			
6	complete exchange calculations accurately using an appropriate method and the correct exchange rate			
7	give the correct money and receipt			
8	store cheques that you receive in the correct place in line with your organisation's procedures			
9	secure the exchange point against unauthorised access.			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1 Exchange rate calculation method				
a manual				
b calculator/computer.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
Unit title: Exchange foreign cash and travellers' cheques										
You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.										
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.										
You need to show that you know, understand and can apply in practice:										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	Your organisation's standards for customer care and why it is important to follow these									
K2	Why it is important to give customers accurate information about exchange rates and commission									
K3	Why exchange points must be secured from unauthorised access									
K4	Basic legal requirements relating to the exchange of foreign currency and travellers cheques									
Element 2R5.1										
K5	Your organisation's procedures for exchanging cash and why it is important to follow these									
K6	Why it is important to use the correct exchange rate and produce accurate calculations									
K7	The types of unexpected situations that may occur during cash exchange and how to deal with these									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R5.2									
K8 Your organisation's procedures for exchanging travellers cheques and why it is important to follow these									
K9 Why it is important to establish identity of customer									
K10 Why it is important only to accept travellers cheques approved by your organisation.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 2R6: Prepare and print documents using a computer

What is the unit about?

This unit is about preparing and printing documents using a computer word processing package.

This unit is the same as the Council for Administration Unit 204.

When you have completed this unit, you will have proved you can:

- 2R6.1 Enter and edit text
- 2R6.2 Format and layout documents
- 2R6.3 Print documents.

The typical day-to-day activities you might carry out for this unit include:

- entering and checking text
- editing the text
- saving files
- merging data from other files
- laying out documents
- printing documents.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R6 Prepare and print documents using a computer				
Element: 2R6.1 Enter and edit text				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	obtain clear information about the text that you have to input			
2	enter the text from the original as requested			
3	check the text and correct any errors			
4	edit the text to meet requirements			
5	make sure the text is saved on a regular basis to avoid the accidental loss of data			
6	save the document in the correct file format and location, using an appropriate file name and following your organisation's procedures			
7	deal effectively with any problems following your organisation's procedures.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Input text from one of the following originals			
	a	printed text or Braille		
	b	text hand written by someone else		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Check the text using two of the following methods				
a using a dictionary				
b checking with the person who gave you the document to produce				
c using program help files/spell checkers				
3 Edit the text using all of the following methods				
a manual delete and replace				
b using automatic search and replace routines				
c moving blocks of text to a new place in the document.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R6 Prepare and print documents using a computer				
Element: 2R6.2 Format and layout documents				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	obtain clear information about the format and layout that you have been asked to produce			
2	place data from other files into the correct place in the document			
3	format text in the document as required			
4	layout the document as required			
5	check that the document meets the requirements of the person requesting it and make any alterations accordingly			
6	save the document in the correct file format and location, using an appropriate file name and following your organisation's procedures.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Place all of the following types of data			
	a	text		
	b	tables of numbers or data		
	c	graphics		

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Format text in all the following ways				
a create bullet and number lists				
b format font				
c indent paragraphs				
d justify paragraphs				
e alter line spacing				
f format text as a table				
g tab text				
3 Layout the document in all the following ways				
a alter page orientation and size				
b alter margins				
c add page numbers				
d add headers and footers.				

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R6 Prepare and print documents using a computer				
Element: 2R6.3 Print documents				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	access the correct document, obtaining any necessary permission to do so			
2	check that the document is complete and ready for printing			
3	print the document to meet all the agreed requirements			
4	check that the printed document meets the needs of the person who asked for it, making any alterations as required			
5	deal effectively with any problems during printing.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Meet all of the following requirements			
	a printing out a number of copies			
	b printing out a specified range of pages			
	c page orientation			
	d headed/special paper			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Deal with three of the following types of problems				
a printer off-line				
b printer out of paper				
c printer out of toner				
d paper jam.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
<p>Unit title: 2R6 Prepare and print documents using a computer</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	The importance to your team and organisation of producing documents that are accurate, correctly spelt, laid out and printed in a professional manner									
K2	The importance of being clear about what you have to enter, edit, layout and print									
K3	The importance of asking questions when you are unsure and how to ask these questions									
K4	The importance of meeting the requirements of the person asking for the document and making the alterations they ask for									
K5	How to start up and close down the software normally used to produce documents in your organisation									
K6	The conventions for naming and saving files in your organisation									
K7	The 'house styles' for various documents produced regularly by your team									
K8	Basic health and safety regulations when using a computer									
K9	How to deal with sensitive or confidential information									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R6.1									
K10 The keyboard layout and how to use a keyboard to achieve all the required characters									
K11 How to copy type, ensuring originals are in an appropriate position, for efficiency, comfort and health and safety									
K12 How to check a document using the methods listed and what to be careful about when using program help files and spell checkers									
K13 How to use the correction methods listed and what to be careful about when moving blocks of text									
K14 The importance of making sure text is saved on a regular basis and how to do so									
K14 Different file formats to save word processing documents and how to select the one that is required									
K15 How to deal with the range of problems listed									
Element 2R6.2									
K16 How to access, copy and paste data from other files and what to be careful about when pasting in data									
K17 How to achieve the types of text formats listed									
K18 How to achieve the types of layouts listed									

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R6.3									
K19 The permission you may need to access documents for printing and how to access these documents									
K20 The importance of checking that the document is complete and ready for printing, and how to do so									
K21 How to achieve the specifications listed									
K22 How to deal with the problems listed whilst avoiding waste.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 2R7: Record, store and supply information using a paper-based filing system

What is the unit about?

This unit is about using a paper-based filing system to update files and supply information to other people.

This unit is the same as the Council for Administration Unit 205.

When you have completed this unit, you will have proved you can:

- 2R7.1 Record and store information
- 2R7.2 Retrieve and supply information.

The typical day-to-day activities you might carry out for this unit include:

- recording information
- storing information in the correct place in the filing system
- finding information in the filing system
- following procedures for data protection.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R7 Record, store and supply information using a paper-based filing system				
Element: 2R7.1 Record and store information				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	record the information accurately			
2	keep the information safe and intact			
3	store the information in the correct place using established procedures			
4	create new files when required			
5	store the information within the agreed timescales			
6	update records to show that the information has been stored			
7	identify and report any problems with the system or opportunities to improve it			
8	treat any confidential information correctly.			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1 Use one of the following established procedures				
a alphabetical				
b numerical				
c alphanumerical				
d chronological.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R7 Record, store and supply information using a paper-based filing system				
Element: 2R7.2 Retrieve and supply information				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	find the information that you were asked for using established procedures			
2	if necessary, clearly and accurately note the fact that the information has been removed and who has taken it			
3	identify any file problems and follow the correct procedures for reporting them			
4	keep the file and its contents safe and intact			
5	pass the information on to the person who asked for it on time and in the format requested			
6	if the information does not match their requirements, suggest alternatives			
7	treat any confidential information correctly.			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1 Use one of the following established procedures				
a alphabetical				
b numerical				
c alphanumeric				
d chronological				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
<p>Unit title: 2R7 Record, store and supply information using a paper-based filing system</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
For the whole unit											
K1	The basic requirements of data protection and other relevant legislation										
K2	The procedures for getting access to the filing system and who is allowed to use it										
K3	Why it is important for your organisation to have an effective and efficient filing system and what would happen if it did not										
K4	Alphabetical, numerical, chronological and alphanumeric filing systems and how to use them										
K5	How to use indexes										
K6	Why it is important not to lose or damage files and their contents and how to keep them safe										
K7	Why it is important to find and return files without unnecessary delay										
K8	Types of confidential information and how to deal with these correctly										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R7.1									
K9 Why it is important to note the fact that you have put information into the system and how to do so									
K10 The procedures for cross-referencing									
K11 The procedures for opening new files									
Element 2R7.2									
K12 Why it is important to note the fact that you have removed files and how to do so									
K13 The correct procedures for reporting and finding missing items and why it is important to follow these									
K14 Problems that may occur with stored information and how to improve the system									
K15 Alternatives you might suggest if it is not possible to find information that matches what was requested.									

Feedback/comments:	
The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.	
Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

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Unit summary sheet

Unit 2R8: Handle mail and book external services

What is the unit about?

This unit is about collecting, sorting and distributing mail and booking external services such as transport.

When you have completed this unit, you will have proved you can:

- 2R8.1 Handle mail and messages
- 2R8.2 Book external services.

The typical day-to-day activities you might carry out for this unit include:

- collecting, sorting and distributing mail and messages
- contacting customers and suppliers
- booking services from suppliers
- giving information to customers.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R8 Handle mail and book external services				
Element: 2R8.1 Handle mail and messages				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	collect mail and messages			
2	sort and distribute mail and messages to the correct person or place			
3	deal with mail and messages which have not been collected and distributed in line with workplace procedures			
4	make sure that mail and messages are kept secure.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Mail			
	a	letters		
	b	parcels		
	c	registered or courier delivered post		
2	Messages			
	a	faxes		
	b	emails		
	c	typed/handwritten memos.		

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R8 Handle mail and book external services				
Element: 2R8.2 Book external services				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	identify customer needs and requirements			
2	identify organisations correctly and contact them as requested			
3	book services which meet customer needs			
4	provide customers with accurate details of the booking and of any alternatives offered			
5	follow your organisation's procedures for booking services.			
What you must cover:			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Services			
	a	transport		
	b	deliveries		
	c	entertainment.		

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
<p>Unit title: 2R8 Handle mail and book external services</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	Why it is important to deal with everyone you communicate with politely and helpfully									
Element 2R8.1										
K2	Legal requirements for handling mail and messages									
K3	Safe and hygienic working practices when handling mail, messages and written communications									
K4	Your organisation's procedures for handling and distributing mail and why these are important									
K5	Why suspicious items should be reported immediately									
K6	Why written communications should be secured against unauthorised access									
K7	What the procedures are for recorded delivery and registered mail									
K8	The type of unexpected situations and problems that may occur and how to deal with these									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R8.2									
K9 The types of services you may be asked to book and the procedures you should follow									
K10 Why it is important to give accurate verbal and written information to customers									
K11 Why confirmation and deposits are required from customers									
K12 The type of unexpected situations and problems that may occur and how to deal with these.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Unit summary sheet

Unit 2R9: Resolve customer service problems

What is the unit about?

The delivery of excellent customer service involves meeting and exceeding customer expectations. However, even if your customer service overall is excellent, some customers will experience problems. Part of your job is to help to resolve those problems. Some problems are reported by customers. In other situations, you spot the problem first and resolve it before your customer has even noticed that there might be a problem. For this unit you need to resolve both types of problem having looked at all the options. This unit is particularly important to customer service because many customers judge the customer service of your organisation by the way in which their problems are resolved.

This unit is the same as the Institute for Customer Service Unit 4, Level 2.

When you have completed this unit, you will have proved you can:

- 2R9.1 Identify customer service problems
- 2R9.2 Select the best solution to resolve customer service problems
- 2R9.3 Implement the solution to customer service problems.

The typical day-to-day activities you might carry out for this unit include:

- finding out about customers' problems
- coming up with possible solutions and discussing these with customers
- working with others to solve customer problems.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R9 Resolve customer service problems				
Element: 2R9.1 Identify customer service problems				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	gather and interpret information from your customers about problems they have raised			
2	ask your customers appropriate questions to check your understanding of their problems			
3	identify repeated problems and alert the appropriate authority			
4	share customer feedback with others to help identify potential problems before they occur			
5	work independently or with others to identify problems with systems and procedures before they begin to affect your customers.			
Feedback/comments:				
Assessor's signature:				Date:
Candidate's signature:				Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R9 Resolve customer service problems				
Element: 2R9.2 Select the best solution to resolve customer service problems				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	identify the available options for resolving customer service problems			
2	consult with others to identify and confirm the options available to resolve those problems			
3	work out the advantages and disadvantages of each option for your customer and your organisation			
4	select the best overall option for your customer and your organisation			
5	suggest to your customer other ways that problems may be resolved if you are unable to help.			
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R9 Resolve customer service problems				
Element: 2R9.3 Implement the solution to customer service problems				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	discuss and agree the proposed option for solving the problem with your customers			
2	take action to implement the option agreed with your customers			
3	work with others and your customers to make sure that any commitments related to solving the problem are kept			
4	keep your customers fully informed about what is happening to resolve problems			
5	check with your customers to make sure the problem has been resolved to their satisfaction			
6	give clear reasons to your customers when the problem has not been resolved to their satisfaction.			
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
<p>Unit title: 2R9 Resolve customer service problems</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit		Type of evidence								
		EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
What you must know:										
K1	What your customers' rights are and how these rights limit what you are able to do for your customer									
K2	The specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers									
K3	Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers									
K4	Any contractual agreements that your customers have with your organization									
K5	The products or services of your organisation relevant to your customer service role									
K6	The guidelines laid down by your organisation that limit what you can do within your job									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K7 The limits of your own authority and when you need to seek agreement with or permission from others									
K8 Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met									
K9 How to communicate in a clear, polite, confident way and why this is important									
K10 Organisational procedures and systems for dealing with customer service problems									
K11 How to defuse potentially stressful situations									
K12 How to negotiate									
K13 The limitations of what you are able to offer your customer.									

Feedback/comments:	
<p>The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.</p>	
Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

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Unit summary sheet

Unit 2R10: Enter, retrieve and print data in a database

What is the unit about?

This unit is about updating databases, locating information on the database and generating reports. You can use any computer program capable of processing data.

This unit is the same as the Council for Administration Unit 206.

When you have completed this unit, you will have proved you can:

- 2R10.1 Enter and find data
- 2R10.2 Generate reports from a database.

The typical day-to-day activities you might carry out for this unit include:

- finding files on a database
- inputting and amending data
- printing out items from a database.

What some of the words in this unit mean

Automated facilities for checking data

For example, automatic spell checkers, sorting routines.

Maintaining data integrity

Making sure the data is complete, accurate and secure.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R10 Enter, retrieve and print data in a database				
Element: 2R10.1 Enter and find data				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	obtain clear information on the data you should enter and find			
2	obtain any necessary permission to access the relevant database files			
3	input, amend and delete data accurately and completely using the correct procedures			
4	use available automated facilities for checking data			
5	find the required data using agreed procedures			
6	use program help files effectively			
7	maintain data integrity, following your organisation's procedures			
8	promptly and accurately report any problems to the relevant person.			
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Find and input all the following data			
	a numbers			
	b text			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
2 Using both of the following procedures				
a sort				
b use standard queries provided by the database.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R10 Enter, retrieve and print data in a database				
Element: 2R10.2 Generate reports from a database				
Performance criteria: To meet the national standard you must:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	obtain clear requirements from the person who asks for the report			
2	obtain the necessary permission to access the data file and generate a report			
3	choose a report format that meets the requirements of the person who requested it			
4	use the available software facilities to modify the document format, as required			
5	make sure the final report is complete and meets the agreed requirements			
6	give the final report to the person who asked for it in the form they requested, making any amendments to the report as requested.			
What you must cover::			<i>(Use the boxes to record range with reference to element requirements)</i>	
1	Make the final report available in one of the following forms			
	a	electronic copy		
	b	hard copy.		

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office											
Candidate:					Assessor:						
<p>Unit title: 2R10 Enter, retrieve and print data in a database</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>											
Knowledge and understanding for this unit				Type of evidence							
				EI	O	P	WT	S	APEL	Q&A Date	EWE
What you must know:											
Element 2R10.1											
K1	Why it is important to obtain clear information on the data to be entered and found, and what might happen if you do not										
K2	Why you may need permission to access certain files and how to obtain it										
K3	How to locate and retrieve the database files you need										
K4	How to use sort and standard query routines to find data										
K5	How to use the available software and automated facilities										
K6	How to use program help files										
K7	How to maintain the integrity of the files you are using										
K8	The limits of your responsibility for data entry and updating database files										
K9	The importance of checking the data										
K10	The importance of conforming to your organisation's requirements										

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R10.2									
K11 Why it is important to have clear information on the type of report required									
K12 How to use the software to select a report format									
K13 How to use the software functions to make simple modifications to the report format									
K14 Why it is important to check the final document and make sure it is complete									
K15 How to make sure the printer is correctly set up for the report									
K16 The types of problems that may occur when the document is printed and how to deal with these.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Unit summary sheet

Unit 2R11: Identify and provide tourism related information and advice

What is the unit about?

This unit describes the competence necessary to provide a tourism related information and advice service. It involves the ability to accurately identify your customer's information needs and to access and use a wide variety of sources to extract information.

When you have completed this unit, you will have proved you can:

- 2R11.1 Identify your customer's needs for information
- 2R11.2 Source and provide information and advice.

What some of the words in this unit mean

Advice	Adapting the information you are giving to meet individual requirements. This does not include recommendations.
Charges	Examples include publications for which there is a charge; premium telephone lines to information providers; fees to booking agencies; non-commissionable flights, etc.
Electronic sources	Examples are internet, intranet and computer based files.
Finding alternative ways to help your customer	Examples are making a telephone call to find more detailed and or specific information, arranging for further information to be forwarded direct to your customer, referring them to another organisation etc.
Your organisation	Examples are tourist information centres, visitor information centres, contact centres, tourism bureau, visitor attractions, tour operators. It could also refer to your own business, if self employed.

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R11 Identify and provide tourism related information and advice				
Element: 2R11.1 Identify your customer's needs for information				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	greeting customers politely and confidently			
2	finding out your customer's needs fully and accurately by the use of clear questioning and listening techniques			
3	asking the customer about any needs of which you are uncertain			
4	clearly explaining where charges are attached to the supply of information and confirming your customer's willingness to pay prior to accessing it			
5	spending enough time with personal customers whilst making sure the needs of others are not ignored			
6	balancing the needs of personal customers and telephone callers, where relevant, in a way that ensures their needs are met.			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1 Information sources:				
a organisation specific reference materials				
b electronic sources				
c brochures				
d directories				
e timetables				
f maps				
g guidebooks				
h external organisations				
i other colleagues				
j leaflets.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

NVQ title and level: Edexcel Level 2 NVQ in Front Office				
Candidate:				
Assessor:				
Unit title: 2R11 Identify and provide tourism related information and advice				
Element: 2R11.2 Source and provide information and advice				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
To meet the national standard you must:				
1	selecting and using information sources that will provide the information required by customers			
2	providing relevant, complete, accurate and up to date information and advice to customers			
3	communicating information and advice in a way which your customer will understand			
4	clearly explaining any restrictions attached to products and services, when relevant			
5	offering information and advice on a range of alternatives where a number of different products and services meet your customer's requirements			
6	checking politely that the information and advice given meets your customer's needs			
7	finding alternative ways to help your customer further when the information you give does not meet their expectations.			

continued overleaf...

What you must cover:	<i>(Use the boxes to record range with reference to element requirements)</i>			
1 Information sources are				
a organisation specific reference materials				
b electronic sources				
c brochures				
d directories				
e timetables				
f maps				
g guidebooks				
h external organisations				
i other colleagues				
j leaflets.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office									
Candidate:					Assessor:				
<p>Unit title: 2R11 Identify and provide tourism related information and advice</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>									
Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K1 What type of information and sources are available and how to access them									
K2 What information is freely available and that for which there is a charge									
K3 How to extract and present information to customers									
K4 How and where your organisation stores information									
K5 How to access and use the sources of information above (ie items 1a-j listed under 'What you must cover')									
K6 Other external organisations which can be called upon for additional and specialist tourist information and how to contact them									
K7 Those colleagues having specialist knowledge									
K8 The range of enquiries you may be called upon to handle									
K9 Why it is essential to clarify the detail of customers' needs									
K10 Why it is important to be helpful and polite									
K11 Why it is important to monitor customers' behaviour so that you can tell if any are feeling dissatisfied									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K12 How to identify and interpret customers' needs									
K13 Why it is important to check that your customer is satisfied									
K14 How to deal with dissatisfied customers									
K15 How to balance and acknowledge the needs of customers so they are not ignored									
K16 Your organisation's and any legal requirements for advising customers (eg retail-related requirements and booking conditions)									
K17 The consequences of misrepresentation (eg in the context of brochure amendments and or updates) during discussions with customers									
K18 The need for confidentiality and the implications of data protection legislation									
K19 The relevant parts of the disability discrimination legislation and its implications when giving advice and information to customers									
K20 Your organisation's policies for meeting customers' needs for information, advice and materials									
K21 Your main responsibilities for giving information and advice under current network minimum standards									
K22 Use varied vocabulary and expressions to suit your purpose									
K23 Adapt what and how much you say to suit different situations									
K24 Show you are listening closely and respond appropriately (eg by using verbal and or visual signals)									
K25 Identify your customer's intentions									

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K26 Move a discussion forward									
K27 Adapt your language to suit your subject, purpose and the person you are speaking to									
K28 Structure what you say to help customers follow a line of thought or number of points clearly.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

NVQ title and level: Edexcel Level 2 NVQ in Front Office										
Candidate:					Assessor:					
Unit title: 2R4 Prepare customer accounts and deal with departures										
<p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>										
Knowledge and understanding for this unit				Type of evidence						
				EI	O	P	WT	S	APEL	Q&A Date
What you must know:										
For the whole unit										
K1	Your organisation's standards for customer care and why it is important to follow these									
K2	Basic legal requirements relating to preparing and maintaining customer accounts									
K3	Your organisation's procedures for customer accounts and why it is important to follow these									
Element 2R4.1										
K4	Why customer accounts must be updated regularly with charges and adjustments									
K5	Why it is important to give accurate verbal and written information to customers									
K6	Why customer accounts must be secured from unauthorized access									
K7	The types of unexpected situations and problems that may occur with customer accounts and how to deal with these correctly									

continued overleaf...

Knowledge and understanding for this unit What you must know:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
Element 2R4.2									
K8 Basic legal requirements relating to accommodation, goods and services for sale									
K9 Safe and hygienic working practices when dealing with the departure of customers									
K10 Your organisation's procedures for customer departures									
K11 Why complaints, comments and suggestions should be recorded and fed back to the appropriate person/department									
K12 Why details of any extra charges should be available to the customer									
K13 The types of unexpected situations and problems that may occur with customer departures and how to deal with these correctly									
K14 Opportunities to promote the organisation when the customer is leaving.									

Feedback/comments:	
<p>The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.</p>	
Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Glossary

This section provides explanations and definitions of the key words used in this NVQ. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Assessment	the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	the person in a centre designated to be responsible for collecting evidence of candidate's competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that assessment activity has been undertaken by a particular candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for an Edexcel NVQ.
Centre	the college, training organisation, school or workplace where Edexcel qualifications are delivered and assessed.
Evidence	materials the candidate has to provide as proof of their competence against specified achievement criteria.
External verifier	the person appointed by Edexcel who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for groups of similar units.
Instrument of assessment	a means of generating evidence of the candidate's performance.
Internal verifier	the person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.
Mentor	a person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor, and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.
Observation	a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria.

Performance criteria	statements which describe the standard to which candidates must perform the activities.
Portfolio	a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in NVQ awards and in alternative routes to assessment such as APL and credit transfer.
Product evaluation	a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.

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