

**Unit Title:** Reception And Filing Skills  
**Unit Level:** Entry 3  
**Unit Credit Value:** 3  
**GLH:** 30  
**LASER Unit Code:** WJH148  
**Ofqual Unit Code:** A/650/1130

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to perform reception duties in an office environment.	1.1	Select appropriate attire to ensure personal appearance is suitable for an office environment.
		1.2	Demonstrate how to greet a visitor appropriately.
		1.3	Demonstrate how to show a visitor where to go.
		1.4	Demonstrate how to introduce a visitor to someone else.
2.	Be able to perform filing in an office environment.	2.1	Demonstrate how to file a document in an office filing system.
		2.2	Demonstrate how to find a file in an office filing system.
3.	Be able to deal with messages in an office environment.	3.1	Demonstrate how to take messages in an office environment to include: <ul style="list-style-type: none"> <li>• written message</li> <li>• spoken message</li> </ul>
		3.2	Demonstrate how to pass messages on appropriately.

**Assessment Guidance:**

NA

**Additional Information:**

NA