

Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)

Assessment pack



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January 2012
Version 1.01

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of **www.cityandguilds.com**. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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 - Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates' marked scripts if the tests may be reused (unless otherwise stated));
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- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked short-answer question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

Tutors should teach to the full breadth of the units and not limit teaching to the assessment tasks. Candidates should only be assessed when it is evident they are ready to undertake the assessments. Candidates should be aware of what they are to be assessed on and what is required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Reception and Front Office Services Principles

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a

candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 301 Maintain a healthy, safe and secure working environment

Practical Task/Observation

Candidates are required to carry out a risk assessment, take any action required and train staff in health, safety and security.

Assessor Guidance

Assessors should provide guidance to candidates when selecting a risk assessment. It is advised that where possible, the risk assessment should be incorporated with one of the events undertaken in other units of this qualification.

The training session covered under assessment criteria 05 may be carried out as part of the training covered under unit 303.

Candidates should carry out the risk assessment of their identified area including producing full documentation.

Candidates must demonstrate that they have the skills and understanding to deal with breaches of health, safety and security procedures by staff, respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

Unit 301 Maintain a healthy, safe and secure working environment



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Define area	Risk assessment area
01 Monitor health, safety and security in area of responsibility	
02 Carry out risk assessment of the work environment	
03 Deal with breaches of health, safety and security procedures by staff	
04 Maintain documentation relating to health and safety	
05 Conduct on the job training for staff in health, safety and security	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 301 Maintain a healthy, safe and secure working environment

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Monitor health, safety and security in area of responsibility			
02 Carry out risk assessment of the work environment			
03 Deal with breaches of health, safety and security procedures by staff			
04 Maintain documentation relating to health and safety			
05 Conduct on the job training for staff in health, safety and security			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 301 Maintain a healthy, safe and secure working environment

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Monitor health, safety and security in area of responsibility/

03 Deal with breaches of health, safety and security procedures by staff

Candidates should ensure that any problems within their control are dealt with efficiently, and any problems which require remedy from a senior colleague are escalated according to correct organisational procedures. This may be evidenced by observation from the assessor but must be shown through documentation provided by the learner.

02 Carry out risk assessment of the work environment

The risk assessment carried out must be recorded through evidence provided by the candidate.

04 Maintain documentation relating to health and safety

Centres may wish to undertake additional activities or provide a range of documentation as examples to candidates (e.g. testing checks, accident forms) but written evidence of a risk assessment must be provided by the candidate.

05 Conduct on the job training for staff in health, safety and security

Candidates should identify a training need required for the event and plan, conduct and evaluate the training activity. The assessor should observe the training taking place and the candidate should provide written evidence.

Unit 302 Supervise customer service

Practical Task/Observation

Candidates are required to plan and organise an event in order to demonstrate customer service skills.

Assessor Guidance

The event should be agreed with the tutor/assessor.

Assessors are advised to incorporate the customer service assessment for this task with one of the events undertaken in other units of the qualification.

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State event selected	Event
01 Demonstrate excellent customer service standards when supervising a team	
02 Encourage team members to promote the sale of additional products and services	
03 Make provisions for customers with specific needs	
04 Monitor customer service standards	
05 Provide on going feedback to staff	
06 Implement any corrective actions in the case of below-standard customer service	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 302 Supervise customer service

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Demonstrate excellent customer service standards when supervising a team			
02 Encourage team members to promote the sale of additional products and services			
03 Make provisions for customers with specific needs			
04 Monitor customer service standards			
05 Provide on going feedback to staff			
06 Implement any corrective actions in the case of below-standard customer service			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 302 Supervise customer service

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Demonstrate excellent customer service standards when supervising a team

Observation can be supported by peer assessment or testimony by the customer. Documentation may include customer feedback forms, self evaluation/reflection and team briefing notes.

02 Encourage team members to promote the sale of additional products and services

Candidates should identify ways in which they can provide information to their staff regarding products and services (e.g. special of the day, future events)

03 Make provisions for customers with specific needs

Candidates should identify potential specific needs and make provisions for these. It is important that candidates ensure team members demonstrate sensitivity when dealing with customers.

04 Monitor customer service standards/

05 Provide ongoing feedback to staff/

06 Implement any corrective actions in the case of below-standard customer service

Candidates should identify the most appropriate methods of monitoring customer service standards (e.g. customer feedback). Positive and negative feedback should be used and communicated to staff to identify areas for improvement and to help boost team morale. If necessary, corrective action can be taken immediately or implemented as a longer term measure.

Unit 303 Supervise staff training

Practical Task/Observation

Candidates are required to plan, develop and monitor a staff training opportunity to demonstrate staff training and supervisory skills.

Assessor's guidance

The opportunity selected should be agreed with the tutor/assessor and should include training in one or more of:

- new product training
- staff induction training
- staff technical training (i.e. training on skills required for the role, training on new legislation).

The candidate should agree, plan and carry out the training, monitor and provide guidance where needed. The training provided may be on a one-to-one basis or for two to three people.

Unit 303 Supervise staff training

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Training opportunity
Name chosen event:	
01. Assess training needs of staff against organisational objectives	
02. Develop a structured training session	
03. Demonstrate training methods	
04. Provide materials and equipment to support training	
05. Monitor the progress of trainees	
06. Provide on going guidance and instruction to staff	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 303 Supervise staff training

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Assess training needs of staff against organisational objectives			
02. Develop a structured training session			
03. Demonstrate training methods			
04. Provide materials and equipment to support training			
05. Monitor the progress of trainees			
06. Provide on-going guidance and instruction to staff			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 303 Supervise staff training

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 - Assess training needs of staff against organisational objectives

The candidate should identify the objective of the training opportunity and assess the level of training required by identifying current skills and mapping them to the identified objective.

02 - Develop a structured training session

Candidates should plan a training session with clear objectives and with a logical sequence. This will be evidenced through documentation provided by the candidate.

03 - Demonstrate training methods

A variety of training methods should be used and may include a short PowerPoint presentation, a demonstration or the use of multimedia. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

04 - Provide materials and equipment to support training

Candidates should develop and provide suitable learning resources (e.g. hand-outs, Internet material). This can be evidenced by observation from the assessor and through documentation provided by the candidate.

05 - Monitor the progress of trainees

Candidates should check trainees understanding at regular intervals (e.g. by questioning, observation of the trainee) to ensure that learning is taking place. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

06 - Provide on going guidance and instruction to staff

Candidates should provide further support to the trainees as necessary and should find ways to communicate information in different ways to confirm understanding and to check that the objective of the training has been met.

Unit 305 Resource management in the front office area

Practical Task/Observation

Candidates are required to plan and organise the management of resources within front office operations. Candidates should produce a report using supporting documentation and evidence to validate and finalise the activities undertaken

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

It is advised that there is flexibility regarding the way that the candidate can cover the assessment criteria, and the method of assessment. For example, if the assessment is undertaken within a learning environment, it is possible that this could be undertaken as an event combined as part of other units within the qualification. Alternatively, if undertaken in the work-place the opportunity could be naturally occurring or could be a selected event.

The candidate should plan and organise the opportunity recording how they meet each of the assessment criteria. Evidence should be retained in order for the candidate to produce a report that summarises the activities undertaken.

Unit 305 Resource management in the front office area



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State opportunity selected:	Opportunity
01. Determine the resources required in the front office area	
02. Manage the efficient use of physical resources	
03. Work within agreed budgets	
04. Maintain key financial records and documents	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 305 Resource management in the front office area

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Determine the resources required in the front office area			
02. Manage the efficient use of physical resources			
03. Work within agreed budgets			
04. Maintain key financial records and documents			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 305 Resource management in the front office area

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Determine the resources required in the front office area

Resources include equipment and commodities. This should be provided with written evidence of the resources identified as being required (e.g. requisitions, stock sheets)

02 Manage the efficient use of physical resources

Candidate will ensure that requisitions meet requirements (quantity, quality), and that physical resources are distributed effectively. This can be evidenced by observation from the assessor and through documentation provided by the candidate.

03 Work within agreed budgets

Candidates should manage the resources of the front office area within agreed budgets. The budget is expected to be defined by the centre or organisation in which the candidate is completing the task.

04 Maintain key financial records and documents

Candidates should be aware of all items covered in the range, but it is not anticipated that they should cover everything as part of the assessment. However, at least two items of the range should be covered and evidence provided..

Unit 306 Supervise front office operations

Practical Task/Observation

Candidates are required to plan and organise the supervision of front office operations. Candidates should produce a report using supporting documentation and evidence to validate and finalise the activities undertaken.

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

There is flexibility regarding the way that the candidate can cover the assessment criteria, and the method of assessment. For example, if the assessment is undertaken within a learning environment, it is possible that this could be undertaken as an event combined as part of other units within the qualification. Alternatively, if undertaken in the work-place the opportunity could be naturally occurring or could be a selected event (e.g. arrival of group). Evidence could be provided by tutor observation, witness testimony etc., but must also be supported with full documentation retained by the candidate. Candidates should be proactive in considering potential problems and solutions.

Problems may not occur naturally within a centre-environment, so it is important that candidates show that they know how to resolve different types of problems and should consider potentially occurring problems and provide contingency plans for solutions prior to starting the activity. Evidence of this should be retained by the candidate and used within the final report. In a work-place, candidates should collect and provide examples of problems that have occurred, and show solutions that they have utilised. Evidence should be retained and used in the final report. It should be noted that evidence may be supported by role plays, witness testimony, oral questioning, customer feedback etc.

Unit 306 Supervise front office operations

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Opportunity
State identified opportunity
01 Allocate staff to front office operation duties	
02 Resolve problems that may occur	
03 Create methods for collecting feedback from guests	
04 Analyse guest feedback	
05 Produce statistics to monitor front office performance	
06 Analyse statistics	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 306 Supervise front office operations

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Allocate staff to front office operation duties			
02 Resolve problems that may occur			
03 Create methods for collecting feedback from guests			
04 Analyse guest feedback			
05 Produce statistics to monitor front office performance			
06 Analyse statistics			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 306 Supervise front office operations

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Allocate staff to front office operation duties

This could be done as long-term planning (e.g. duty rotas) or as a daily activity (e.g. group arrivals). If the opportunity is undertaken within a centre, then a number of roles should be allocated (e.g. cloak-room duties, cashier). The candidate should retain written documentation to show what allocations have been done and provide reasons for their choice within the final report.

02 Resolve problems that may occur

If not naturally occurring, candidates should be able to demonstrate they know how to manage problems by other means e.g. identifying potential problems and explaining what action to take

03 Create methods for collecting feedback from guests

Within a centre, candidates are expected to consider different methods of collecting feedback from guests. The candidate should select the form of feedback that is most applicable to the task. They should provide adequate reasoning within the report, detailing methods investigated and reasons for the final choice of feedback.

In a work-place, it is anticipated that candidates will have a range of feedback methods available to them. For this activity, candidates should identify an occasion when feedback is required. Candidates should analyse each potential method of feedback and choose the one that is most applicable for the occasion, providing adequate reasoning within the written report for their choice. Where feedback available is generic (e.g. feedback that covers the whole hotel), candidates may choose to produce feedback documentation that is specific to the daily task or opportunity that is being undertaken.

04 Analyse guest feedback

Candidates should use feedback received to analyse levels of customer satisfaction, and should be able to demonstrate the use of a range of communication methods to illustrate this data. As part of the final report, candidates should show at least one method of data analysis that they have used and show written evidence of this (e.g. a pie chart with written explanation).

05 Produce statistics to monitor front office performance/

06 Analyse statistics

In the work-place, candidates should retain evidence of daily statistics monitoring. As part of the final report, candidates should use these statistics to draw conclusions and make recommendations. Where data is confidential, this activity could be assessed through witness testimony or as an assessor's summary review of feedback.

In a centre, opportunities may have to be created in order for candidates to monitor statistics (e.g. this could be taken from old statistics, linked to an undertaken event etc.). As part of the final report, candidates should use these statistics to draw conclusions and make recommendations.

Unit 307 Supervise cash handling operations

Practical Task/Observation

Candidates are required to plan and organise the supervision of cash handling operations. Candidates should produce a summary of activities undertaken using supporting documentation and evidence to validate and finalise the activities undertaken.

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

There is flexibility regarding the way that the candidate can cover the assessment criteria, and the method of assessment. For example, if the assessment is undertaken within a learning environment, it is possible that this could be undertaken as an event combined as part of other units within the qualification. Alternatively, if undertaken in the work-place the opportunity could be naturally occurring or could be a selected event (e.g. departure of group, settling accounts). Evidence could be provided by tutor observation, witness testimony etc., but must also be supported with full documentation retained by the candidate. Candidates should be proactive in considering potential problems and solutions.

Candidates should devise and use a checklist on at least **three** occasions (for either three staff or three separate occasions) based on current procedures to ensure staff are safely and securely following operational guidelines. The completed checklists should be included within the report including any recommendations for improvements to staff performance when handling cash.

Candidates must supervise staff undertaking at least **three** different methods of payment.

Problems may not occur naturally within a centre-environment, so it is important that candidates show that they know how to resolve different types of problems and should consider potentially occurring problems and provide contingency plans for solutions prior to starting the activity. Evidence of this should be retained by the candidate and used within the final summary. In a work-place, candidates should collect and provide examples of problems that have occurred, and show solutions that they have utilised. Evidence should be retained and used in the final summary. It should be noted that evidence may be supported by witness testimony; customer feedback etc and candidates should be encouraged to use this where possible.

Unit 307 Supervise cash handling operations



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State opportunity selected:	Opportunity
01. Observe procedures when supervising staff handling cash	
02. Monitor staff performance when handling cash	
03. Process different forms of payment	
04. Resolve problems that may arise when supervising staff handling cash	
05. Record information for a clear audit trail	
Assessor signature and date	
Learner signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 307 Supervise cash handling operations

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Observe procedures when supervising staff handling cash			
02. Monitor staff performance when handling cash			
03. Process different forms of payment			
04. Resolve problems that may arise when supervising staff handling cash			
05. Record information for a clear audit trail			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 307 Supervise cash handling operations

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Observe procedures when supervising staff handling cash/

02 Monitor staff performance when handling cash/

03 Process different forms of payment

Candidates should supervise staff and ensure they are safely and securely following operational guidelines.

04 Resolve problems that may arise when supervising staff handling cash

If not naturally occurring, candidates should be able to demonstrate they know how to manage problems by other means e.g. identifying potential problems and explaining what action to take

05 Record information for a clear audit trail

Candidates should be able to reconcile actual daily takings against what has been posted (e.g. till, EPOS system), and then record the reconciled sum for the audit trail.

Appendix 1 Test specifications

Reception Services and Front Office Principles (8067-308)

Unit number	No. of questions	%
301 Maintain a healthy, safe and secure working environment	3	14
302 Supervise customer service	2	13
303 Supervise staff training	3	14
304 Principles of supervising and leading teams	4	18
305 Resource management in the front office area	3	18
306 Supervise front office operations	3	13
307 Supervise cash handling operations	2	10
	20	100

Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date