

Title	Provide office reception services		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: explain the receptionist function within an organisation; provide reception services; and explain requirements for maintaining a safe and secure reception area.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Explanatory notes

- 1 All activities associated with this unit standard must comply with the requirements of: Health and Safety in Employment Act 1992, Copyright Act 1994, Human Rights Act 1993, Privacy Act 1993, and their subsequent amendments.
- 2 Definition
Cultural sensitivity relates to people’s age, gender, diversity within races, sexual orientation, special needs, and religion.
- 3 *Time management skills* include but are not limited to – analysis of activities, prioritisation of tasks, budgeting of time, identification of time wasters, review of use of time.

Outcomes and evidence requirements

Outcome 1

Explain the receptionist function within an organisation.

Evidence requirements

- 1.1 The receptionist function and responsibilities are identified and described in terms of their importance in maintaining quality customer service.

Range quality customer service includes but is not limited to – customer interactions, knowledge of the organisation.

Outcome 2

Provide reception services.

Evidence requirements

- 2.1 Office reception services provided are in accordance with office requirements.
- Range services – customer interaction, appointments, diary management, receptionist records, operation of telecommunications equipment, internal and external information provision.
- 2.2 Skills and behaviours for reception demonstrated are in accordance with office requirements.
- Range skills and behaviours include but are not limited to – cultural sensitivity, time management, verbal and non-verbal communication, empathy, professional image, management of conflict, maintenance of confidentiality, discretion, respect for people and information, ascertaining requirements, problem-solving, positive attitude.

Outcome 3

Explain requirements for maintaining a safe and secure reception area.

Evidence requirements

- 3.1 Requirements for maintaining a safe and healthy environment in the reception area are explained in terms of office and legislative requirements.
- 3.2 The responsibilities of the receptionist role in handling emergencies and crises in the reception area are explained in accordance with office requirements.
- Range may include but is not limited to – emergency procedures for fire, earthquake, hold-up, bomb scare; contact information for emergency services and for safety officer; contact information and procedures for medical and first aid emergencies; evidence of three is required.
- 3.3 The visitor security system is explained in accordance with office requirements.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 March 1993	31 December 2012
Review	2	27 June 1996	31 December 2012
Review	3	28 April 1997	31 December 2012
Review	4	28 June 1999	31 December 2012
Review	5	26 September 2005	31 December 2012
Review	6	9 December 2010	31 December 2017
Rollover and Revision	7	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.