

Unit Title: Use a telephone and voicemail system	
Level:	One
Credit Value:	2
GLH:	20
OCNLR Unit Code:	AY7/1/LQ/001
Ofqual Unit Reference Number:	K/506/1796

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to use a telephone and voicemail system.	1.1. Outline how a caller's experiences affect their view of an organisation. 1.2. Outline organisational standards and procedures for communicating on the telephone. 1.3. State the importance of following organisational standards and procedures when making and receiving telephone calls. 1.4. State organisational fault reporting procedures. 1.5. Describe why it is important to follow security and data protection procedures when using a telephone system. 1.6. State the information to be given out when transferring calls, taking or leaving messages. 1.7. State organisational guidelines for deleting voicemail messages.
2. Be able to make telephone calls.	2.1. Identify the reason for making a call. 2.2. Obtain the name and number(s) of the person to be contacted. 2.3. Communicate information to achieve the call objective(s). 2.4. Communicate in a way that meets organisational standards and guidelines.

<p>3. Be able to receive telephone calls.</p>	<p>3.1. Identify the caller in accordance with organisational procedures. 3.2. Deal with calls in accordance with organisational procedures. 3.3. Pass calls to the right person/department. 3.4. Take messages when the person to be contacted is unavailable. 3.5. Represent an organisation in a way that meets the required standards and guidelines.</p>
<p>4. Be able to use voicemail systems.</p>	<p>4.1. Use voicemail systems in accordance with manufacturers' instructions. 4.2. Keep the voicemail message system up to date. 4.3. Pass on accurate messages in accordance with organisational policies.</p>

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	O
Report	O	Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	