

Unit 41: Working within a Reception Service in Healthcare Science

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| Level: | 2 |
| Unit type: | Optional (General) |
| Credit value: | 2 |
| Guided learning hours: | 13 |

Unit summary

This unit aims to give learners the knowledge and understanding they need to be able to respond to users of the reception service, deal with initial enquiries accurately and efficiently, communicate with users of the reception service effectively, and use the appropriate IT systems.

Unit assessment requirements

There are no specific assessment requirements for this unit. Please refer to the assessment strategy in *Annexe B*.

Learning outcomes and assessment criteria

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet to achieve the learning outcomes and the unit.

| Learning outcomes | | Assessment criteria | | Evidence type | Portfolio reference | Date |
|-------------------|--|---------------------|---|---------------|---------------------|------|
| 1 | Know the role of the staff working within the reception area | 1.1 | State the roles of the reception staff relevant to your job role | | | |
| | | 1.2 | State the principles of customer service | | | |
| | | 1.3 | State how the working of the department/laboratory influences the role of the reception staff | | | |
| | | 1.4 | Describe challenging situations in the reception area and strategies to deal with them | | | |
| | | 1.5 | Describe good practice when greeting patients/donors/colleagues/engineers/members of the public | | | |
| | | 1.6 | Describe how the confidentiality and dignity of service users can be assured in reception | | | |
| | | 1.7 | State common problems in the reception area and ways of dealing with them | | | |

| Learning outcomes | | Assessment criteria | | Evidence type | Portfolio reference | Date |
|-------------------|---|---------------------|--|---------------|---------------------|------|
| 2 | Be able to respond to users of the reception service and receive and dispatch samples and results appropriate to role | 2.1 | Greet users of the reception service appropriately | | | |
| | | 2.2 | Respond to queries in an appropriate manner | | | |
| | | 2.3 | Receive samples and deal with according to standard department/laboratory processes | | | |
| | | 2.4 | Seek help and support when needed | | | |
| 3 | Be able to deal with initial enquiries in a timely, accurate and efficient manner | 3.1 | Respond appropriately to initial enquiries | | | |
| | | 3.2 | Retrieve and transmit validated results in accordance with standard operating procedures | | | |
| 4 | Know how to communicate effectively orally, in writing and by telephone | 4.1 | State the principles of effective oral communication including body language | | | |
| | | 4.2 | State the principles of effective written communication | | | |
| | | 4.3 | State potential issues resulting in miscommunication and ways to reduce this | | | |
| | | 4.4 | State the principles of responding to telephone enquiries | | | |

| Learning outcomes | | Assessment criteria | | Evidence type | Portfolio reference | Date |
|-------------------|---|---------------------|---|---------------|---------------------|------|
| 5 | Be able to communicate with the range of users of the reception service | 5.1 | Communicate the required information orally in accordance with departmental and organisational procedures | | | |
| | | 5.2 | Communicate the required written information in accordance with departmental and organisational procedures | | | |
| | | 5.3 | Communicate the required information by telephone in accordance with departmental and organisational procedures | | | |
| | | 5.4 | Use email appropriately to communicate the required information | | | |
| 6 | Be able to use the IT systems appropriate to the role a reception service | 6.1 | Use IT systems to obtain and transmit information | | | |
| | | 6.2 | Describe the confidentiality legislation and procedures appropriate to use of information | | | |

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

