

# BTEC Intermediate Diploma in Reception Services

The Intermediate Certificate and Diploma are flexible, work-based qualifications for new and experienced reception and front-office staff in all industry sectors.

A choice of two qualifications helps develop skills and provides professional recognition of effective performance in this vital role.

- Course duration: 3 – 6 months
- Assessed through observation, documentation, testimony and knowledge assessment
- Supported through in-company workshops and e.learning
- Intermediate Certificate candidates must complete *five* units, including a minimum of *one* unit from Group B and a minimum of *one* unit from Group C.
- Intermediate Diploma candidates must complete *eight* units, including a minimum of *three* units from Group B and a minimum of *two* units from Group C.

Mandatory Units	
A1	Deal with visitors
A2	Perform effectively in your role
Group B	
B1	Manage diary systems
B2	Organise business travel and accommodation
B3	Organise and support meetings
B4	Use IT to exchange information
B5	Use a telephone system
B6	Work effectively with other people
Group C	
C1	Give customers a positive impression of yourself and your organisation
C2	Deliver reliable customer service
C3	Resolve customer service problems

## Highlights

- Based on recognised occupational standards
- Assessed in the workplace by experienced assessors
- 60 – 90 minutes per week study & preparation time
- No written exams or tests

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