

Title:	Using the Telephone.
Level:	1
Credit value:	3
GLH:	27
Unique Reference Number:	M/505/0637
Sector Subject Area:	15.2 Administration
Aim:	The aim of this unit is to provide learners with the skills and knowledge to be able to understand correct use of a telephone in a business environment.
Assessment Type:	Assessment of this unit will be through the completion of a mandatory internally set and internally assessed portfolio of evidence.

Learning outcomes

The learner will:

1. Be able to understand how to use the telephone system in an office environment.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge and skills to understand how to use the telephone system in an office environment.

The learner must:

- 1.1 Describe how to use a telephone system to make contact with people inside and outside an organisation.
- 1.2 State the importance of confidentiality and security when dealing with callers.
- 1.3 List **different ways of obtaining the names and numbers of people to be called.**

2. Be able to understand how to answer telephone calls in an office environment.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge and skills to understand how to answer telephone calls in an office environment.

The learner must:

<p>2.1 Outline workplace procedures for receiving calls.</p> <p>2.2 Give examples of how to present a positive image of the organisation when answering calls.</p> <p>2.3 Demonstrate how to:</p> <ul style="list-style-type: none"> a) Answer calls according to workplace procedures. b) Transfer calls to colleagues. c) Pass on messages to colleagues about callers.
<p>3. Be able to understand how to answer telephone calls in an office environment.</p>
<p>Delivery content:</p> <p>The aim of this learning outcome is to provide the learners with the knowledge and skills to be able to understand how to answer telephone calls in an office environment.</p> <p>The learner must:</p> <ul style="list-style-type: none"> 3.1 Outline workplace procedures for making calls. 3.2 Give examples of information to be gathered prior to a call to ensure that the call meets its objective. 3.3 Demonstrate how to: <ul style="list-style-type: none"> a) Make a call according to workplace procedures. b) Find answers to specified questions during a call.

<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
<p>Requirements</p>	
<p>1.3 Different ways of obtaining the names and numbers of people to be called.</p>	<p>Could include but is not limited to:</p> <ul style="list-style-type: none"> • Company directories. • CRM systems. • Business cards. • Email signatures. • Website contact pages. • Networking events. • Supplier and client records. • Colleagues and referrals.

<p>2.2 Examples of how to present a positive image of the organisation when answering calls.</p>	<p>Could include but not limited to:</p> <ul style="list-style-type: none">• Answer promptly.• Use a professional greeting.• Speak clearly and politely.• Listen actively.• Be helpful and courteous.• Use proper hold and transfer etiquette.• End calls professionally.
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