

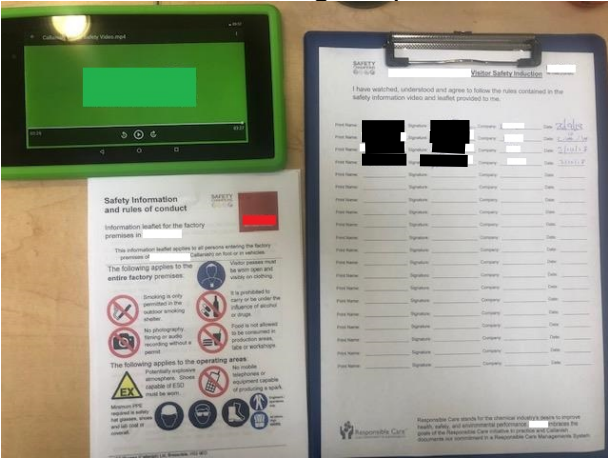
EVIDENCE GATHERING FORM

EVIDENCE NO:	
DATE:	03/10/2018

DIRECT OBSERVATION
QUESTIONS
PRODUCT

REFLECTIVE ACCOUNT
WITNESS TESTIMONY

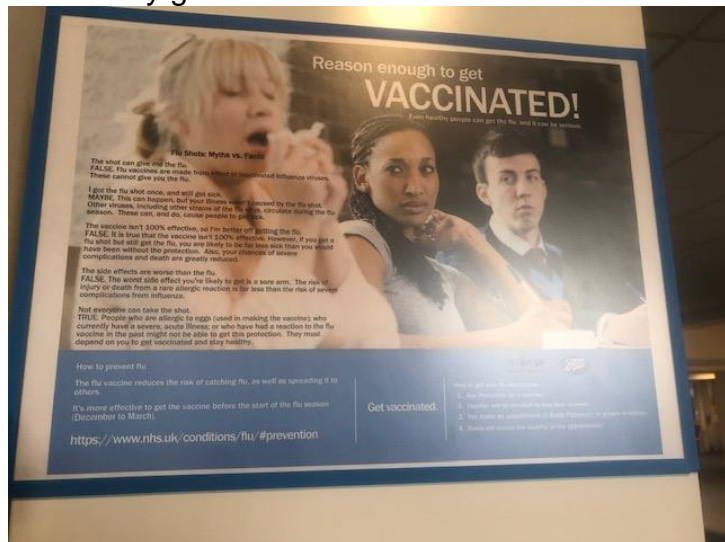
CANDIDATE NAME:	OLIVIA CANDIDATE
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EVIDENCE - Unit S210	Unit, Pls	KE
<p>Reception is my main role and part of that role is to ensure the reception area is kept clean and tidy so that a positive image is always displayed. On Monday 20th August, due to there being a quiet period at reception, I conducted a tidy up of the area. I made sure that any files were left behind the reception desk, I tidied up the signing in sheets and tidied the seating area of the reception.</p>	S210.6	S210.7
<p>I provide a positive image of myself and the company by being polite, helpful and friendly. I always ensure that I am well turned out and that I wear appropriate clothing so that I show a good image of myself as well as ABCD. An example of this is 3rd October 2018 when an external contractor visited the site. I implemented the correct entry and security procedures by buzzing them into the building when I saw them at the front door. When they first arrived, I greeted them with a smile. I then politely asked them the reason for their visit. They explained that they were here to visit the labs. I then proceeded to validate their I.Ds. I then showed them the health and safety induction video and gave them a leaflet outlining the procedures in the video.</p>	S210.1 S210.3 S210.4	S210.1 S210.2 S210.5 S308.18 S210.6 S210.7
		

I was made aware that there would be a flu vaccination available to all staff on site. Members of staff are to request a vaccination from reception and we forward on their details to the Health and Safety Officer. On 1st October, a staff member enquired about the vaccination and requested more information. I explained the purpose, cost and then directed them to an informative poster that explained in detail any information they needed to know. I was then asked who else on site had requested the vaccination. I politely explained to them that I could not tell them this information due to it being confidential information as telling them would be a breach of confidently guidelines.

S210.2

S210.7
S210.4



Recently a new swipe card entry system has been installed on site. Staff are required to use entry cards to swipe in and out of the building as oppose to the old push button system. This system is to increase the security to the site as previously it was easier to access the building and areas restricted to the public. When the new security process was first rolled out there was resistance from some staff who did not see the point in using a swipe card entry. From Monday 24th September, I had to enforce that the new swipe cards were used as at reception, I am responsible for who enters the building and exits, so it was up to me to implement the use of the new cards. Another reason it was important for me to enforce the new system was from a health and safety viewpoint. When there is a fire alarm drill a printout is now produced showing who is in and who has swiped out of the building. It is therefore important I enforce that staff use the cards so that the list is accurate, and the health and safety of staff members is not compromised

S210.3

S210.4

S304.3

S210.4
S210.7

I require a computer system called SAP for my day to day activities on reception. It is one of the most essential systems that I need within my job role, so it was important that I had it installed onto my laptop. The system had not been installed on my computer and I needed to have this resolved as soon as possible. My first line of communication with helping to resolve this issue was Katy, my fellow colleague. Katy informed me that I would have to speak to my next line of communication, my manager Morag. On 3rd October 2018 I went to my line managers office and discussed the issue. Morag was able to put a request to the service desk that my access be granted. I know that if Morag was unable to resolve my issue I would go to Bob Campbell, site manager, as he is the next (and last) line of communication.

S210.5

S210.3

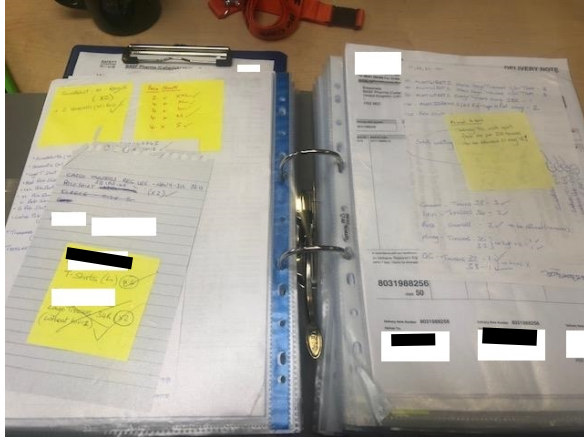


At reception we order the work wear for the whole site. Until recently the process to do this was very un-organised and consisted of post it notes with hand written orders being handed in which we then transferred in no particular order onto a A4 notebook and then crossed off when delivered. I thought it would be a good idea to convert all the hand-written notes onto a spreadsheet so that the information was clear, well organised and structured. On 17th August 2018, I created the spreadsheet using Microsoft Excel and made clearly, titled columns and utilised the colour coding option so that items that had been delivered were green, those that were overdue delivery were red. I regularly check the spreadsheet for spelling errors so that the correct items are ordered. I then save the spreadsheet onto the shared drive so that staff can enter their requirements onto the spreadsheet directly and it will be periodically checked and ordered by myself. This has improved the process of ordering uniform which is a substantial task of the reception staff, so this new system has saved a lot of time and confusion. I completed this task when we had a quiet period on reception. I think it is important to carry out extra duties during quiet periods because it supports other individuals if their workload is heavy, but it also gives me the chance to implement improvements to the everyday processes

S210.7
 S302.3
 S308.10
 S308.11
 S304.7

S210.9

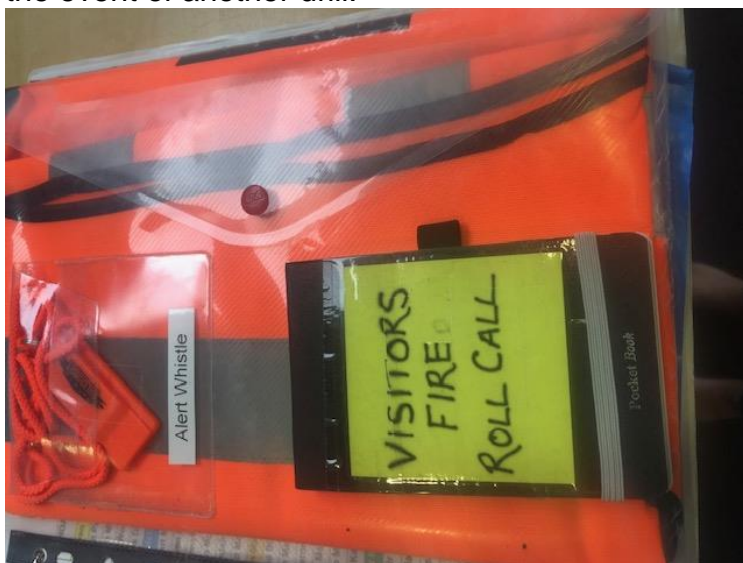
A	B	C	D	E	F	G	H	I
Date	Description	Size	Quantity	Department	Name	PR number	Date Ordered	Comments
06/09/2018	T-Shirt (Men)	M	2	Production		560070001	06/05/2018	Delivered
06/09/2018	T-Shirts (Men)	XXL	2	QC		560070001	06/05/2018	Delivered
06/09/2018	Trousers (No bands)	38R	2	QC		560070001	06/05/2018	Delivered
14/09/2018	Trousers	38R	3	Engineering		569032550	19/09/2018	
15/09/2018	Trousers	32R	2	Engineering		569032551	19/09/2018	
15/09/2018	T-Shirts (Men)	M	2	Engineering		569032552	19/09/2018	
15/09/2018	Ladies T-Shirts	L	5	QC			19/09/2018	2 Delivered
15/09/2018	Trousers (no h/w)	32R	3	QC		569032550	19/09/2018	
19/09/2018	Trousers (no h/w)	32R	3	Production		569032550	19/09/2018	
19/09/2018	Trousers	38R	1	QC		In stock	19/09/2018	
19/09/2018	Trousers	34 & 36	2	QC				
20/09/2018	Sweatshirt	M	2	Production				
21/09/2018	Jacket	S	1	Production				
22/09/2018	Trousers	32R	3	Engineering				
23/09/2018	Trousers	32S	3	Production				
25/09/2018	Sweatshirts	M	2	QA				Delivered
25/09/2018	Polo shirts	M	3	QA				Delivered
25/09/2018	Sweatshirt	M	2	Production				
27/09/2018	Sweatshirt	M	3	Production				
27/09/2018	Ladies Polo Shirt	L	3	Production				
01/10/2018	Trousers	34	2	Production				
04/10/2018	T-shirt	L	1	Production				
04/10/2018	Ladies T-Shirt	L	3	QC				



On the 20th June 2018 there was a fire alarm drill. During the drill it is my role to pick up the book that contains the details of all visitors who are on site. We ensure we have this book so that it is easy to identify the visitors that have assembled at the assembly point and if anybody is missing so they can be located and safely accounted for as soon as possible. When the fire alarm went off, I swiftly left the building but made sure to pick up the book on my way to the exit. When outside and at the assembly point, as per procedure, I handed the book to the fire marshal, so he could account for the individuals as soon as possible. When the building was deemed safe for re-entry I made sure I put the book back in its correct place, so it was easy to find in the event of another drill.

S210.8

S210.8





ADDITIONAL EVIDENCE AND CLARIFICATION

<p><i>This might be used to record additional questions or the candidate may use it to write an additional paragraph.</i></p>		
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COMMENTS/FEEDBACK TO CANDIDATE

OLIVIA, this a great piece of evidence. I'm glad to see you're catching up after your holiday. You've clearly been working on this over the past couple of months which is exactly what was expected so that you could cover the whole unit in one reflective account.
Massive well done!

(If witness testimony used please state who supplied testimony and relationship to candidate)

Witness Signature <i>(if applicable):</i>	
Candidate Signature:	
Assessor Signature:	
Date:	