

EVIDENCE GATHERING FORM

EVIDENCE NO:	
DATE:	

DIRECT OBSERVATION
 QUESTIONS
 PRODUCT

REFLECTIVE ACCOUNT
 EXPERT WITNESS
 WITNESS TESTIMONY

CANDIDATE NAME:	J ■ ■ ■ ■ F ■ ■ ■ ■
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EVIDENCE	Unit, Pls	Knowledge
UNIT 321 - ORGANISE BUSINESS TRAVEL OR ACCOMMODATION		
I am a Corporate Resources Officer at H ■ ■ ■ ■ H ■ ■ ■ ■ P ■ ■ ■ ■ and I work alongside J ■ ■ ■ ■ on a daily basis. I have seen him organise business travel and accommodation for different staff members.		
Our Section within HHP are responsible for booking all travel and accommodation for staff and Board Members.		
When requiring travel for work at HHP, a specific form has to be completed with all the relevant travel details, and signed off by line managers. I have observed J ■ ■ ■ ■ check that all details have been completed correctly and he understood the requirements before making any travel bookings. If any information had been missed, J ■ ■ ■ ■ checked with the traveller to obtain the correct details.	S321.1	
J ■ ■ ■ ■ went on to arrange the travel, following organisational procedures in place. This includes calling Calmac, providing travel requirements and relevant information to make the booking. After making a telephone booking he received the booking confirmation by email, raising a Purchase Order using the budget code provided and sent both the travel confirmation and purchase order to the traveller. The budget code should always be checked by the traveller/line manager before the form is sent to us, however I observed J ■ ■ ■ ■ check budget codes on our financial system to make sure codes were correct.	S301.8 S321.3	S301.7 S321.4 S321.2 S321.3
Quite often, especially with our staff in Uist, they need travel booked at short notice. I have witnessed J ■ ■ ■ ■ prioritise his work to get the travel booked. However, when requiring bookings at short notice and through the winter months, sailings are not always available. J ■ ■ ■ ■ has obtained the availability from Calmac of sailings and returned back to the traveller to try and arrange suitable travel dates.	S321.2	
J ■ ■ ■ ■ has also had to make quite a number of bookings for flights to the mainland and Uist. Again, J ■ ■ ■ ■ checked all the travel details were correct before booking the travel. For booking a flight, all HHP managers have an individual ADS number which allows a discount on flight costs so J ■ ■ ■ ■ has to make sure he is using the correct number for the person requiring the flight.	S321.3	S321.3 S321.5 S321.10

Flight bookings have to be paid by credit card, so J ■■■ obtains permission from the credit card holders to use theirs. He then makes sure he provides all the relevant paperwork for the credit card statements for evidence. Any details relating to payments made by credit card are stored online and are password protected; any paper documents are stored securely in our travel file.	S321.6 S321.7 S302.10 S308.14	S321.8 S308.12
I have also witnessed J ■■■ booking accommodation for staff, using the accounts with the Premier Inn and approved B&B's within the islands.	S321.7	S321.4
J ■■■ has also created itineraries for a few members of staff that had to travel to the mainland and had various places to stay or required car hire. J ■■■'s itinerary provided all the booking contact numbers; address and flight times etc. required for the traveller along with any electronic tickets for flights. This was very much appreciated by the travellers.	S321.9 S321.5	S321.9

COMMENTS/FEEDBACK TO CANDIDATE

J ■■■, I have read the witness testimony provided by your colleague S ■■■ M ■■■. I am happy that it shows how you have organized business travel and accommodation for colleagues and staff members within HHP. It adds to what you have already written about in your reflective account and what I have seen you work on during my observations. I am happy that this piece of evidence covers the points claimed.

(If witness testimony used please state who supplied testimony and relationship to candidate)
This Witness Testimony was provided by S ■■■ M ■■■ who is a Corporate Resources Officer at H ■■■ H ■■■ P ■■■ and shares an open plan office with J ■■■.

Witness Signature (if applicable):	S---M---
Candidate Signature:	J---F---
Assessor Signature:	J---M---
Date:	