

EVIDENCE GATHERING FORM

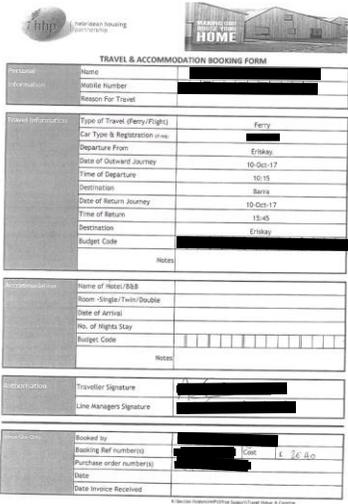
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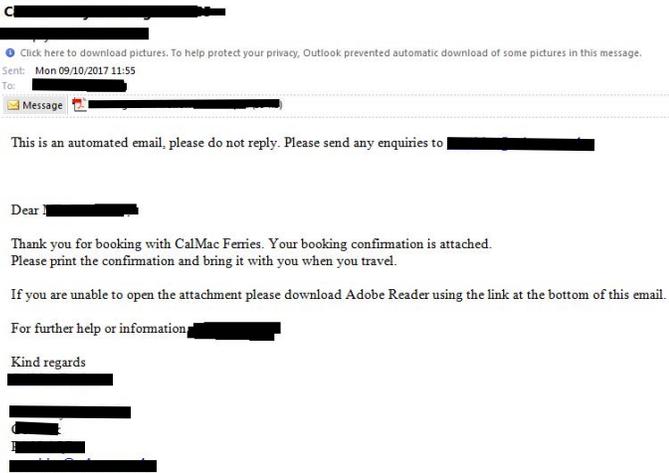
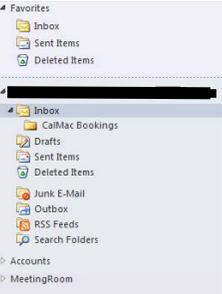
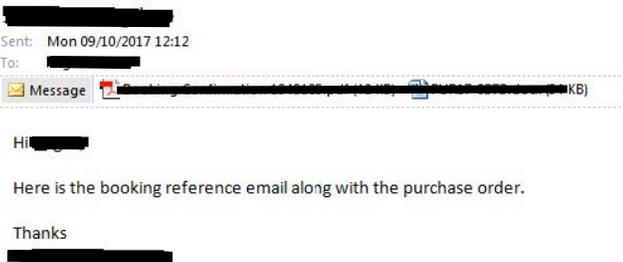
DIRECT OBSERVATION
QUESTIONS
PRODUCT

REFLECTIVE ACCOUNT
EXPERT WITNESS
WITNESS TESTIMONY

PLEASE NOTE: All names in this record have been changed – for ease of reference, John is now the candidate and Mr Grey is the employee.

CANDIDATE NAME:	JOHN GRIERSON
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EVIDENCE:	Unit, Pls	Knowledge
S321 – ORGANISE BUSINESS TRAVEL AND ACCOMMODATION		
My name is John Grierson and I work at Liberty Housing Partnership. Here we provide social, affordable housing for the community of the Western Isles. We have two offices one based in Benbecula which covers the Uist and Harris area and one in Stornoway which covers the Lewis area. Due to the vast area of different islands we cover some staff do a lot of travelling, visiting tenants in different locations. It is my responsibility to book their travel whether it be inter-island or to conferences on the mainland as they request a travel booking to be made.		
On 9 th October 2017 I received a travel request form from Mr Grey one of the employees down in Benbecula, via email, which had been signed by his line manager. He was looking to make a trip to Barra for a property inspection as he is the Clerk of Works for the Barra area. From this form he stated that he would like to go to Barra on the 10:15 sailing and return to Eriskay on the 15:45 sailing.	S321.1	S321.3
		
<p>Travel booking form</p> <p>[REDACTED]</p> <p>You replied to this message on 09/10/2017 11:25. Extra line breaks in this message were removed.</p> <p>Sent: Mon 09/10/2017 10:01</p> <p>To: [REDACTED]</p> <p>Message  201710091003.pdf (279 KB)</p> <p>Morning [REDACTED]</p> <p>Please find travel booking form attached.</p> <p>Thanks</p> <p>[REDACTED]</p>		
From this form above I was able to check on the Caledonian MacBrayne website to see whether the sailings he had requested were sailings that were running on the day of his travel. I then called Caledonian MacBrayne and made the booking. I stated where the booking was from/to and provided them with our customer ID number	S321.3 S308.1/2	S321.4 S308.2

<p>as well as the details of the passenger.</p>		
<p>Once this was completed I received an email confirming the booking. The email came to the inbox for my Caledonian MacBrayne bookings which I have separated from my regular inbox to distinguish what is an email concerning travel and what is not. Here I had to check that the details that were on the travel itinerary matched that on the travel request form.</p>		
 <p>This is the email I received confirming the booking I received which confirmed that the travel booking was made for Mr Grey.</p>	<p>S321.5</p>	<p>S321.2</p>
 <p>In this folder I keep all my booking confirmations that Caledonian MacBrayne have sent to me.</p>	<p>S321.6 S350.2.4</p>	
<p>From this I raised a Purchase Order for the travel booking. All travellers need this when travelling with Caledonian MacBrayne so that they are able to receive their tickets as this is used as a proof of purchase. This is also used so that when the invoice comes in we are able to see what each charge is for. This means that nobody is paid the wrong amount and makes it easier for the finance team when reviewing payments and doing the end of month accounts.</p>		
<p>Purchase Orders however can only be used for Creditors that have set up an account with us. From this I was able to email all the documents to Mr Grey so that he had all the necessary documentation to be able to travel without any problems.</p>		
<p>Travel Documents</p> 	<p>S321.9 S350.1.2</p>	<p>S321.9</p>

CREDITOR SETUP REQUEST FP-1		
All details must be completed in full and in CAPITALS and then forwarded to the Finance Team		
CREDITOR DETAILS		
Name	Phone Number	
Address	Fax Number	
	Contact Name	
Post Code	Residence	
	e-mail	
Please Tick in appropriate boxes		
New	Amendment	
Creditor Class: General		
PAYMENT DETAILS		
Terms	Days	
	Method BACS	
BACS DETAILS		
Bank Name	Account Name	
Address	Reference #	
	Sort Code	
	Account Number	
	Post Code	
SETUP		
Requested By	Approved By Finance Manager (Evidence verified attached)	
Name		
Signature		
Date	17.10.17	
Ledger Updated By	Creditor Code Allocated	
Name		
Signature		
Date		
Ledger Entry Checked By		
Name		
Signature		
Date		
CREDITOR CLASSES		
ARCHITECT - Architects & Quantity Surveys	BUILD - Building Contractors	BOARD - Board Members
CONSULTANTS - Consultants	GENERAL - All other Creditors	TENANT - Tenants
LEGAL - Lawyers	OTHER - Other	

S321.10

Above is the Creditor Form I created for the Orcadia Bed and Breakfast following organisational procedure for all new creditors. As can be seen the bank details have been removed to comply with the Data Protection Act. However all bank details were present when it was sent to the finance team so that payments could be made.

S321.7
S301.8

S321.3
S301.7

I also requested a confirmation email from the Bed and Breakfast so that we had proof that the booking was made so there was no confusion on arrival. All confirmations were then sent to the travellers so they had all the necessary documentation for their trip.

On 26th October I 2017 I received a travel request sheet from Mrs Darroch who was looking to travel to Inverness to attend a national meeting and visit another housing association to compare the way things are done. It was important to get this booked quickly as there were many aspects that needed to be looked at.

S321.1

Travel & Accommodation Booking Form	
Personal Information	Name
	Mobile Number
	Reason For Travel
Travel Information	Type of Travel (Ferry/Flight)
	Flight
	Car Type & Registration if any
	Departure From
	Date of Outward Journey
	Time of Departure
	Destination
	Date of Return Journey
	Time of Return
	Destination
	Budget Code
	Notes
Accommodation	Name of Hotel/BSB
	Room - Single/Twin/Double
	Date of Arrival
	No. of Nights Stay
	Budget Code
	Notes
Authorisation	Traveller Signature
	Line Managers Signature
For use only	Booked by
	Booking Ref number(s)
	Purchase order number(s)
	Date
	Date Invoice Received

S321.1

As we live on an island we have very limited options of travel, due to this Mrs Darroch had requested to fly so that she would not lose valuable work time travelling. To do this I had to go onto the Loganair website, and book a flight ensuring that I used the correct business Air Discount Service code for Mrs Darroch to ensure that the company did not spend more money than necessary for the flight. The Air discount gives people living in the Western Isles a discount when booking air travel

S321.3

S321.5

This is the confirmation of the booking I made for Mrs Darroch's flight

S321.5

<p>Booking reference number [REDACTED]</p> <p>Insurance Arnold Clark</p> <p>Vehicle Compact 3dr (e.g.Ford Fiesta)</p> <p>Hire period from Thursday 9th November 2017 at 09:30</p> <p>Hire period until Friday 10th November 2017 at 13:00</p> <p>Pickup From Branch Available [REDACTED] t: [REDACTED] f: [REDACTED] Get directions</p> <p>Dropoff At Branch Available [REDACTED] t: [REDACTED] f: [REDACTED] Get directions</p> <p>View our branch opening times</p> <p>Rental charges £56.00*</p> <p>Total charges £56</p>	S321.5																												
<p>Once all the travel arrangements had been made I looked at somewhere for Mrs Darroch to stay. She had requested the Premier Inn on Balfour Road as per request form however the hotel which had the best value for money was chosen to ensure that we spend no more than necessary. Where available we try to book the flexible rate so that any changes in travel can be accommodated for and we do not lose any money on unused bookings which cannot be cancelled. This was carried out with guidance from the Staff Expenses Policy below.</p>	S321.3	S321.3																											
<p>Subsistence</p> <p>2.1 Subsistence will be payable to employees who are prevented by their duties from taking a meal at their home, administrative centre or establishment unless they, (travel, take their meals, take directly above individual expenditure, an employee may be required by the manager to certify this, the allowance do not apply to charitable or regular to make queries on a regular basis as part of their employment and [REDACTED]</p> <p>2.2 The allowance will not be paid when a substitute meal is provided for as part of an accommodation or course package unless payment is made in advance in accordance with any other provisions for personal expenses.</p> <p>2.3 The maximum amounts which will be paid for subsistence are:</p> <table border="1"> <thead> <tr> <th>Meal</th> <th>Type of location</th> <th>Maximum</th> </tr> </thead> <tbody> <tr> <td>Breakfast</td> <td>Local/national</td> <td>£10</td> </tr> <tr> <td>Lunch</td> <td>Local/national</td> <td>£10</td> </tr> <tr> <td>Late evening meal</td> <td>Local/national</td> <td>£25</td> </tr> </tbody> </table> <p>A meal is defined as a combination of food and drink and would take a normal dietary meaning. Breakfast rate will only apply if the employee leaves home to commence their journey before 07:00 am and incur a cost on breakfast taken away from home after the qualifying journey has started. Breakfast rate will not be paid if the cost of an overnight stay involves breakfast.</p> <p style="text-align: right;">2 Page</p> <p>2.4 Subsistence rates should be reduced by the appropriate amount in respect of any meals provided free of charge by [REDACTED] or other body during the period for which the allowance is paid.</p> <p>2.5 For an overnight absence from an employee's usual place of residence, [REDACTED] will book accommodation in advance, up to a maximum of the rates below. Where accommodation and meals cannot be booked for the standard rates, the actual costs will be reimbursed when the prior approval of a director has been obtained.</p> <table border="1"> <thead> <tr> <th>Accommodation</th> <th>Location</th> <th>Amount (inc VAT)</th> </tr> </thead> <tbody> <tr> <td>In Hotel or Guest House</td> <td>Manchester/Other towns</td> <td>£75</td> </tr> <tr> <td></td> <td>London</td> <td>£85</td> </tr> <tr> <td></td> <td>Outside UK</td> <td>£85</td> </tr> <tr> <td></td> <td>Overnight incidents</td> <td>£5</td> </tr> </tbody> </table> <p>2.6 Expenditure will require to be accompanied by appropriate receipts.</p>	Meal	Type of location	Maximum	Breakfast	Local/national	£10	Lunch	Local/national	£10	Late evening meal	Local/national	£25	Accommodation	Location	Amount (inc VAT)	In Hotel or Guest House	Manchester/Other towns	£75		London	£85		Outside UK	£85		Overnight incidents	£5	<p>This is our travel and subsistence policy and shows the budget limits for travel and accommodation when making bookings for staff. I try to stick to this as much as possible.</p>	S321.1
Meal	Type of location	Maximum																											
Breakfast	Local/national	£10																											
Lunch	Local/national	£10																											
Late evening meal	Local/national	£25																											
Accommodation	Location	Amount (inc VAT)																											
In Hotel or Guest House	Manchester/Other towns	£75																											
	London	£85																											
	Outside UK	£85																											
	Overnight incidents	£5																											
<p>As prices for the Premier Inn's in Inverness were all at similar prices it was agree with my line manager that the Balfour Road one was what we would book as it was what they traveller requested. The reason which we use the premier inn before any other hotel is that we have a registered business account with them which means they charge the business account card rather than charging by invoice.</p>		S321.2																											

 <p>This is the confirmation I received showing the accommodation booking in the Premier Inn for Mrs Darroch.</p>	S321.5	
<p>With all these documents I was able to prepare a travel itinerary for Mrs Darroch so that she knew exactly where she was meant to be and what time she was meant to be there at. This helped to ensure that Mrs Darroch was not late for any of her meetings.</p>	S321.9	
	<p>S308.1/2 S308.5 S308.6 S308.7</p>	<p>S308.5 S308.6</p>
<p>I then took this over to Mrs Darroch and made sure that all the details matched those that she had requested ensuring that the itinerary all made sense and she was able to understand where she was meant to be at certain times. A copy of this was then given to her so that she had a hard back copy with her at all times. I also emailed her all the documents that she would need such as confirmations for bookings and purchase order numbers where necessary. As we sit near each other in the office, I received verbal confirmation from her, that she was happy with her travel booking details.</p>	S321.10	
<p>Once Mrs Darroch had returned from her trip I asked her for some feedback as to how she felt the trip was organised. This was so that the next time I was carrying out a booking with many parts like this I would be able to improve my performance where necessary. The email conversation is as follows.</p>	S301.10	

RE: Travel Feedback

From: [REDACTED]
To: [REDACTED]

Hello [REDACTED]

Everything went very well. I found the itinerary that you provided me very useful and I could refer to it at any time. You were also very quick in arranging my trip. ☺
If you get the opportunity I would like you to feedback to Arrid Clark and the Premier Inn that their staff could not do enough for me.

Many thanks

From: [REDACTED]
Sent: 13 November 2017 10:05
To: [REDACTED]
Subject: Travel Feedback

Hello,
Just wondering if you would be able to get a bit of feedback about how your trip went in terms of how I organised it?
There is absolutely no rush its just whenever you get a chance if you wouldn't mind ☺

Thanks

[REDACTED]
Modern Apprentice (Business Administrator)



S321.11

ADDITIONAL EVIDENCE AND CLARIFICATION

This might be used to record additional questions or the candidate may use it to write an additional paragraph.

COMMENTS/FEEDBACK TO CANDIDATE

John, this is an excellent first reflective account, you have written in good detail and you have supplied lots of supporting product evidence showing examples of how you have organized business travel and accommodation. I have added in some tracking to your other units and these are marked in different colours, by doing this it is easier to see where your evidence covers more than one unit. Well done, good work.

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

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