

**EVIDENCE GATHERING FORM**

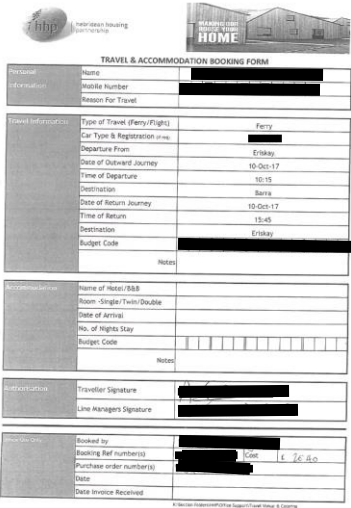

<b>EVIDENCE NO:</b>	
<b>DATE:</b>	

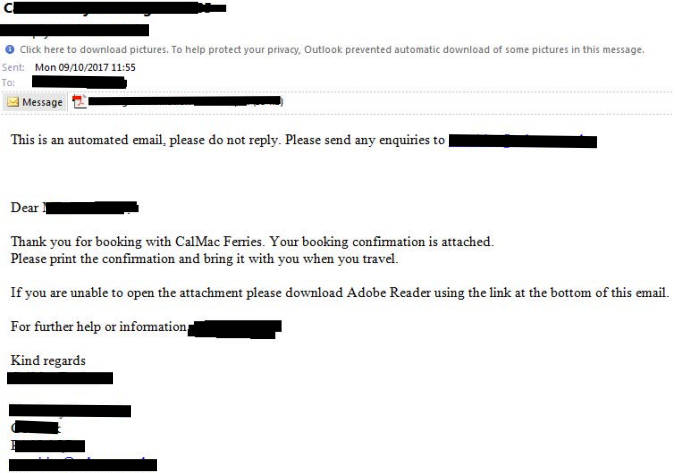
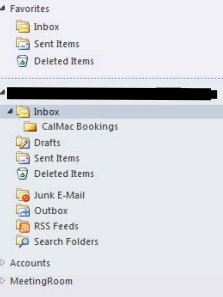
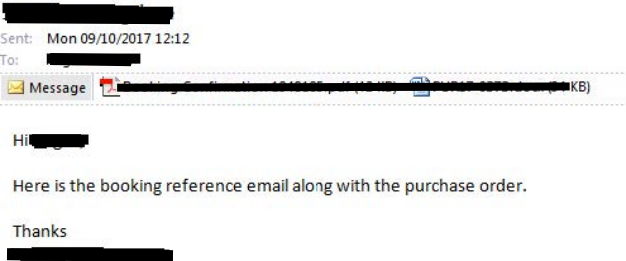
**DIRECT OBSERVATION**   
**QUESTIONS**   
**PRODUCT**

**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.

<b>CANDIDATE NAME:</b>	<b>JOHN GRIERSON</b>
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<b>EVIDENCE:</b>	<b>Unit, Pls</b>	<b>Knowledge</b>
<b>S321 – ORGANISE BUSINESS TRAVEL AND ACCOMMODATION</b>		
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 <sup>th</sup> 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><b>Travel booking form</b></p> <p><b>[REDACTED]</b></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: <b>[REDACTED]</b></p> <p>Message  201710091003.pdf (279 KB)</p> <p>Morning <b>[REDACTED]</b></p> <p>Please find travel booking form attached.</p> <p>Thanks</p> <p><b>[REDACTED]</b></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 <b>S308.1/2</b>	S321.4 <b>S308.2</b>

as well as the details of the passenger.		
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>This is the email I received confirming the booking I received which confirmed that the travel booking was made for Mr Grey.</p>	S321.5	S321.2
 <p>In this folder I keep all my booking confirmations that Caledonian MacBrayne have sent to me.</p>	S321.6 S350.2.4	
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.		
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><b>Travel Documents</b></p> 	S321.9 S350.1.2	S321.9

Here is the confirmation and purchase order I attached to my email message which I was sent to Mr Grey so that he was aware that the travel had been booked for him.

**Booking Reference Number:**

Dear [REDACTED]

Thank you for booking with CalMac Ferries Limited. This letter confirms the details of your ferry reservation(s). Please check these details carefully and contact us immediately if any of the information is incorrect.

Client Name: [REDACTED]	Total Price: 26.40
Passenger: [REDACTED]	Amount Paid: 0.00
Vehicle: [REDACTED]	Amount Due: 26.40
Registration No: [REDACTED]	
Towed Vehicle: [REDACTED]	

**IMPORTANT INFORMATION**

Passengers must be in possession of valid ferry tickets at the time of travel and must be prepared to provide them if requested by Company Staff. This confirmation is NOT a contract and will not be processed if such. To make check in easier and faster, please ensure your booking reference number and bring this confirmation with you. Passengers and vehicles must be available for shipment no later than the check in time time stated, otherwise space will be reallocated.

CalMac Ferries (UK) Limited, United Kingdom, Limited, UK, is a limited liability company registered in Scotland. Registered office: 100, Victoria Road, Glasgow, Scotland, G2 3JF. Registered in Scotland No. SC215121.

ITINERARY	POSTCODE	DATE	CHECK-IN CLOSURE	DEPART	ARRIVE	STATUS
ARRIVAL at ARDROSS (B&B)	[REDACTED]	Tue 19/09/17	09:00 hrs	10:15 hrs	10:15 hrs	Set
DEPARTURE from UIST	[REDACTED]	Tue 19/09/17	13:00 hrs	14:15 hrs	14:15 hrs	Set

**Purchase Order**  
Page 1/1

VAT Reg. [REDACTED]  
Phone: [REDACTED]  
Fax: [REDACTED]  
Web: [REDACTED]  
Email: [REDACTED]

Purchase Order No. [REDACTED]  
Date: 09/10/2017

Contact Name: [REDACTED]  
Delivery Address: [REDACTED]

LN	Item Number	Description	Req. Date	UOM	Ordered	Unit Price	Ext. Price
1	[REDACTED]	ERI - BARKIN 10TH OCT	09/10/2017	Each	1	£26.40	£26.40

Subtotal: £26.40  
Freight: £0.00  
VAT: £0.00  
Order Total: £26.40

Authorised Signature: \_\_\_\_\_

On 21<sup>st</sup> September 2017 two of my colleagues gave me a travel request form to go to Uist so they could carry out training with the Uist office. The ferry booking was made as described previously. This booking however required an overnight stay.

I located our approved accomodation list from my PC, I telephoned the Bed and Breakfasts that were set up as Creditors. However none of these were available. Due to this I booked with the Orcadia Bed and Breakfast. As with all business we have not used before we had to set up a Creditor ID so that payments would be able to be made via Invoice rather than Credit Card.

S321.3  
S321.8

Barra Accommodation Details			Harris Accommodation Details		
Name	Phone Number	Max Price per Night	Name	Phone Number	Max Price per Night
1 Ocean View	[REDACTED]	[REDACTED]	1 Scathis House	[REDACTED]	[REDACTED]
2 Caranish	[REDACTED]	[REDACTED]	2 Hotel Hebrides	[REDACTED]	[REDACTED]
3 Isle of Barra Beach Hotel	[REDACTED]	[REDACTED]	3 Harris Hotel	[REDACTED]	[REDACTED]
4 Tig-Na-Mara Guest House	[REDACTED]	[REDACTED]	4 Sorrel Cottage (B&B)	[REDACTED]	[REDACTED]
5 Orreay	[REDACTED]	[REDACTED]	5 Tigh na Dilleas	[REDACTED]	[REDACTED]
6 Croit na h-Abhainne	[REDACTED]	[REDACTED]	6 Spinners Cottage	[REDACTED]	[REDACTED]
7 Castlebay Hotel	[REDACTED]	[REDACTED]	7 Sancview House	[REDACTED]	[REDACTED]
8 Hillside B&B	[REDACTED]	[REDACTED]	8 Avalon	[REDACTED]	[REDACTED]
9 Heall na h-Àrda	[REDACTED]	[REDACTED]	9 Carinish House	[REDACTED]	[REDACTED]
10 Sealadh na Mara	[REDACTED]	[REDACTED]			
11 Endavour	[REDACTED]	[REDACTED]			
12 Bayview	[REDACTED]	[REDACTED]			
13					
14					
15					
16					
17					
Uist Accommodation Details			Stormoray Accommodation Details		
Name	Phone Number	Max Price per Night	Name	Phone Number	Max Price per Night
18			19 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
19			20 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
20			21 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
21			22 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
22			23 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
23			24 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
24			25 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
25			26 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
26			27 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
27			28 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
28			29 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
29			30 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
30			31 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
31			32 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
32			33 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
33			34 Caladh na h-Ìsle	[REDACTED]	[REDACTED]
Mainland Accommodation Details					
Name	Area	Phone Number			
34					
35					
36					
37					
38					
39					
40					
41					

S321.4

CREDITOR SETUP REQUEST		FP-1
All details must be completed in full and in CAPITALS and then forwarded to the Finance Team		
<b>CREDITOR DETAILS</b>		
Name	Phone Number	
Address	Fax Number	
	Contact Name	
Post Code	Residence	
	e-mail	
Please Tick in appropriate boxes		
New	Amendment	Creditor Class General
<b>PAYMENT DETAILS</b>		
Terms	Days	Method BACS
<b>BACS DETAILS</b>		
Bank Name	Account Name	
Address	Reference #	
	Sort Code	
	Account Number	
	Post Code	
<b>SETUP</b>		
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		
<b>CREDITOR CLASSES</b>		
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 26<sup>th</sup> 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		
<b>Personal Information</b>	Name	
	Mobile Number	
	Reason For Travel	
<b>Travel Information</b>	Type of Travel (Ferry/Flight)	Flight
	Car Type & Registration (if any)	
	Departure From	Stornoway
	Date of Outward Journey	09 November 2017
	Time of Departure	0635 hrs
	Destination	Inverness
	Date of Return Journey	09 November 2017
	Time of Return	1820 hrs
	Destination	Stornoway
	Budget Code	
	Notes	
<b>Accommodation</b>	Name of Hotel/BSB	
	Room - Single/Twin/Double	
	Date of Arrival	
	No. of Nights Stay	
	Budget Code	
	Notes	
<b>Authorisation</b>	Traveler Signature	
	Line Managers Signature	
<b>For use only</b>	Booked by	
	Booking Ref number(s)	101 110 44
	Purchase order number(s)	Stornoway Direct.com
	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

to Inverness as requested.

Please review your Loganair flight details below.

Passenger	Lmail Contact	Seat	L-ticket Numbers			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			

Date	Flight	From	Depart	To	Arrive	Cabin
09 Nov 17	LM0162	Stormoway	08:35	Inverness	09:15	Economy
<b>Fare Type: FLY</b>						
1 x 20kg of hold luggage*, 1 x cabin bag (max 6kg 40cm x 35cm x 18cm) or 1 small handbag + 1 slimline laptop bag *(max 6kg). Complimentary Snack and Drink*, restrictions apply on certain routes.						
09 Nov 17	LM0167	Inverness	18:20	Stormoway	19:05	Economy
<b>Fare Type: FLY</b>						
1 x 20kg of hold luggage*, 1 x cabin bag (max 6kg 40cm x 35cm x 18cm) or 1 small handbag + 1 slimline laptop bag *(max 6kg). Complimentary Snack and Drink*, restrictions apply on certain routes.						

However Mrs Darroch then decided that all the plans she had made for her trip would not be able to be achieved within the timescale she had first proposed. This then meant she had to cancel her travel request form and resubmit another one. This however meant that the flight times had to be changed. Once the travel request form had been signed by her manager and he was aware of the cost implication I was able to go ahead and change the flights to the new updated times as shown in the booking reference and updated travel request form below.

S321.8

S321.11

**Travel & Accommodation Booking Form**

[REDACTED]

Form ID	Name	[REDACTED]
Reference	Mobile Number	[REDACTED]
	Reason For Book	[REDACTED]

Type of Travel (Day Flight) Car Type & Registration No. Departure Date Date of Outbound Journey Time of Departure Destination Date of Return Journey Time of Return Destination Budget Code	Flight & Car Hire Stormoway 09 November 2017 08:35 hrs Inverness 10 November 2017 14:00 hrs Stormoway None
--	--

Name of Hotel/Bed & Breakfast Room Type/Room No. Date of Arrival No. of Nights Stay Budget Code	[REDACTED] Single 09-10-17 2 None
---	---

Traveller Signature Line Manager Signature	[REDACTED] [REDACTED]
---	--------------------------

Booked by Booking Ref Number(s) Purchase order number(s) Date Date Book Received	[REDACTED] [REDACTED] [REDACTED] 16/10/2017 16/10/2017
--	--

Ms [REDACTED] thank you for your booking Booking Reference: [REDACTED]

Please review your Loganair flight details below.

Passenger	Lmail Contact	Seat	L-ticket Numbers			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			

Date	Flight	From	Depart	To	Arrive	Cabin
09 Nov 17	LM0162	Stormoway	08:35	Inverness	09:15	Economy
<b>Fare Type: FLY</b>						
1 x 20kg of hold luggage*, 1 x cabin bag (max 6kg 40cm x 35cm x 18cm) or 1 small handbag + 1 slimline laptop bag *(max 6kg). Complimentary Snack and Drink*, restrictions apply on certain routes.						
10 Nov 17	LM0166	Inverness	14:00	Stormoway	14:45	Economy
<b>Fare Type: FLY</b>						
1 x 20kg of hold luggage*, 1 x cabin bag (max 6kg 40cm x 35cm x 18cm) or 1 small handbag + 1 slimline laptop bag *(max 6kg). Complimentary Snack and Drink*, restrictions apply on certain routes.						

S321.5

Having had a look at public transport costs to and from the airport and event, it worked out cheaper to hire a car for the 2 days she had requested to be away for. Having spoken to my line manager and the traveller we all agreed that this was the most cost effective and sensible option. From this I went ahead and looked to find a low cost car hire company which offered good value for money. The car hire company which offered the best deal on an economic car was Arnold Clark. I also had to get Mrs Darroch driving license number so that Arnold Clark would be able to sort out her insurance for the two days.

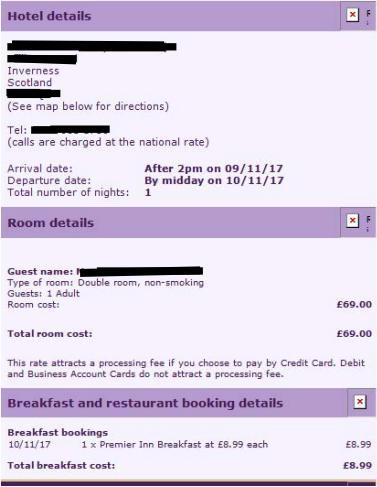
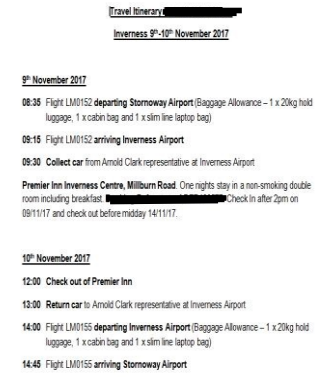
S321.3

<p><b>Booking reference number</b> [REDACTED]</p> <p><b>Insurance</b> Arnold Clark</p> <p><b>Vehicle</b> Compact 3dr (e.g.Ford Fiesta)</p> <p><b>Hire period from</b> Thursday 9th November 2017 at 09:30</p> <p><b>Hire period until</b> Friday 10th November 2017 at 13:00</p> <p><b>Pickup From</b> Branch Available [REDACTED] t: [REDACTED] f: [REDACTED] <a href="#">Get directions</a></p> <p><b>Dropoff At</b> Branch Available [REDACTED] t: [REDACTED] f: [REDACTED] <a href="#">Get directions</a></p> <p><a href="#">View our branch opening times</a></p> <p><b>Rental charges</b> £56.00*</p> <p><b>Total charges</b> £56</p>	S321.5	
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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><b>Subsistence</b></p> <p>3.1 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, late, sleep, remote, winter, literacy) have additional expenditure, an employee may be required by the manager to certify this, the allowance will not apply to charitable or regular to make queries on a regular basis as part of their employment with [REDACTED]</p> <p>3.2 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 utilising in accordance with any other provisions for personal expenses.</p> <p>3.3 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 rate</td> <td>Local/national</td> <td>£10</td> </tr> <tr> <td>Lunch meal</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 8:00 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>3.4 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>3.5 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 rate	Local/national	£10	Lunch meal	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	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.	S321.1
Meal	Type of location	Maximum																											
Breakfast rate	Local/national	£10																											
Lunch meal	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																											

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>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

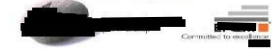
**From:** [REDACTED]  
**Sent:** 13 November 2017 10:05  
**To:** [REDACTED]  
**Subject:** Travel Feedback

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]

[REDACTED]  
Modern Apprenticeship (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.**

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