## Individual Witness Statement

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| **Unit/s** | *A/615/7622* |
| **Learner name** | *Level 2 Certificate in Business and Administration* |
| **Qualification title/s and code/s** | *Jon Snow* |
| **Name of Witness** | *Cersei Lannister* |
| **Relationship with learner – Manager, Supervisor, Colleague, Tutor, Learning Support Assistant, Other** |  |

Please tick:

|  |  |
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| **Occupational expert meeting specific qualification requirement for role of expert witness** |  |
| **Occupation/sector/subject expert** |  |
| **Non-expert** |  |

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| **Task / Activity Performance Criteria** | *4.1* |
| *Use appropriate forms of oral communication.* | |

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| **Statement of achievement – Give clear and precise examples of where the criteria have been met for each learner** |
| *Jon has achieved this outcome. He demonstrated on several occasions his understanding and need to use appropriate forms of communication. I assessed him answering the telephone and his tone and register were suitable to the task. When welcoming a visitor, he made the correct greeting and in a friendly manner asked the visitor to sign in and escorted them to a comfortable seat to wait. When dealing with a gentleman with limited English, he responded appropriately and adjusted his tone and intonation to accommodate the individual. He is professional in his communication with all parties.* |

Please tick:

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| **Has the task been achieved for all learners?** | Yes | No |

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|  | **Signature** | **Print name** | **Date** |
| **Learner** |  |  |  |
| **Witness** |  |  |  |
| **Internal Quality Assurer** |  |  |  |