

## Overview

This standard covers the skills and knowledge needed to write a report on work that has been carried out to include appropriate sketches and photographs of the process.

## Performance criteria

*You must be able to:*

1. record work at every stage of restoration process including sketches and photographs
2. prepare comprehensive reports on restoration work undertaken to meet customers requirements
3. present reports that are logical, unbiased, accurate, relevant and objective which meets the needs of customers
4. provide information using language that is clear and concise, explaining technical terms clearly and accurately
5. prepare and provide reports within agreed timescales and in required format
6. present reports to customers following standard operating procedures

## Knowledge and understanding

*You need to know and understand:*

1. records you need to keep
2. type, extent, purpose and deadline of reports
3. why it is important to produce high quality reports
4. importance of remaining impartial and how to present balanced opinions and conclusions which are objective and without bias
5. how to clearly and accurately structure your report to facilitate understanding by the end user
6. types of information required in reports

Produce restoration reports

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<b>Suite</b>	Furniture Restoration and Service Repair
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