

Work-based project report sample template with guidance

(All guidance is in italics)

Project title

(This can be for example 'work-based project' or the name of the high-level challenge that was completed)

Name:

Employer:

Word count:

Section 1 - Situation

(This is where you should provide a brief summary of the difficult situation or complaint that you had to deal with and where you should say what happened.)

Criteria that could be part of this section: K2.1

Section 2 - Actions

(What was considered? What did you have to think about before deciding what to do as a result of the situation/complaint/challenge occurring?)

Criteria that could be part of this section: K1.4, K2.1, K2.2, K4.3, K4.4, K4.5, K4.7

Section 3 - Responsibilities

(Explain your responsibilities within the organisation and what your responsibilities were as part of finding the solution to the problem.)

Criteria that could be part of this section: K4.6, S2.10, S2.11, S3.2, S5.2, S5.3, S5.4

Section 4 - Solutions

(You should be including a summary of what solutions you offered to the customer and/or the organisation in this part.)

Criteria that could be part of this section: K1.2, K2.1, K2.2, K4.3, K4.5, S3.2, S3.3

Section 5 - Results and any business recommendations

(Here you should be describing any suggestions you made to the business/management. This could include the impact of changing a policy or a procedure. Ways to stop/reduce the chances of the complaint or situation happening again in the future and what might happen if the change is not implemented. Explain what happened as a result of your actions. You could confirm whether any recommendations were actioned, what the benefits to the organisation were and if there were any benefits to customers or staff.)

Criteria that could be part of this section: K1.1, K1.2, K1.3, S1.4, S2.11, S3.1, S3.3, S3.4, S5.3, S5.4

Section 6 – Feedback

(Here you would describe any feedback received or any feedback you collected and used as part of your project to form solutions or recommendations.)

Criteria that could be part of this section: S1.3, S1.4, S2.9, S2.10, S3.1, S3.2, S3.3, S3.4, S5.1, S5.2, S5.4

Appendix

(This does not affect the overall word count. As part of the appendix, you could include: emails, letters, meeting notes, call logs, workflow documents and feedback.)