

## 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, S1.5, S2.11, S3.1, S3.3, S3.4, S5.3, S5.4, S5.5*

### 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: S1.4, S1.5, S2.9, S2.10, S3.1, S3.2, S3.3, S3.4, S5.1, S5.2, S5.4, S5.5*

#### **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.)***