

# Candidate Style Answers

## OCR Administration (Business Professional)

### Unit 2 (Level 1) – Creating Business Documents

#### Task 5 – Produce a letter

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification.

OCR has produced these candidate style answers to support tutors in interpreting the assessment criteria and the model assignment for Unit 2, Task 5 – Produce a letter.

This content has been produced to illustrate how task 5 might be answered and to provide some commentary on what factors contribute to a candidate achieving a pass or fail.

The candidate style answers are available to demonstrate what “good” and “poor” evidence might include, supported by examiner-moderator commentary and conclusions.

Please note that this resource is provided for advice and guidance only and should not be replicated by candidates to submit as evidence.

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#### Task 5: Produce a letter

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In this task, learners need to produce a letter on letterheaded paper.

To evidence this task, learners need to produce the letter requested, using the information provided and ensure their letter is accurate. They should ensure that they use the appropriate communication style and accepted layout and conventions.

#### **Task 5 covers assessment criteria:**

**3.1 – Produce routine business document using the appropriate communication style**

**3.2 – Check documents for accuracy**

## Good Evidence

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### Moderator's Comments

The letter below is a **good** example of what candidates should be submitting as evidence for this task. The learner has used an appropriate communication style and has evidently checked the document for spelling and accuracy.

The evidence **meets** the assessment criteria and the grade would be upheld by the moderator.

### MONARCH COACH TOURS LTD

MONARCH HOUSE  
52 TORQUAY ROAD EXETER EX1 5JB  
TEL 01392 929292  
FAX 01392 959493

10 November 2010

Mr Joseph Randall  
51 Homeview Crescent  
SOUTHAMPTON  
SO4 7XZ

Dear Mr Randall

Thank you for your recent telephone call enquiring about next month's tour to Scotland. I believe you and your wife are very interested in joining the tour and I am pleased to inform you there are places available at present.

I have enclosed the "Highlands and Islands" brochure for you to have a look at and I look forward to hearing from you.

Yours sincerely

Suzie Martin  
Office Manager

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## Poor Evidence

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**Moderator's Comments**

The letter below is a **poor** example of evidence for this task. The learner has not used an appropriate communication style - the letter is not on letterheaded paper and the recipients name and address are missing. There is no salutation and complimentary close and the name and position of the sender is also missing from the letter. There are several spelling and grammatical errors and the letter has clearly not been checked for accuracy.

The evidence **does not** meet the assessment criteria and the grade would **not** be upheld by the moderator.

18 November 2010

Dear Sir/madam

Suzie is very busy and has asked me to send you one of our brochures on the "Highlands and Ilands".

Can you you let us know asap if you want to make a booking as soon there may be no more spaces left on the tour.

Thanks