

Unit Title:	Principles of supporting business events
OCR unit number	205
Sector unit number	TC2-5
Level:	2
Credit value:	1
Guided learning hours:	8

Unit purpose and aim

This unit is about the ways in which event support can be provided and the types of problems that may occur when organising a business event.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand how to support the organisation of a business event</p>	<p>The Learner can:</p> <p>1.1 Describe the range of support activities that may be required when organising a business event</p> <p>1.2 Identify ways of providing support before, during and after a business event</p>	<p>1.1 For example the range of support activities may include:</p> <ul style="list-style-type: none"> • Organising a venue, equipment and resources • Inviting attendees • Preparing documentation <p>1.2 For example before an event:</p> <ul style="list-style-type: none"> • Sending out meeting requests • Circulating agenda, minutes and any other relevant documentation • Organising a suitable venue and ensuring the necessary equipment is available • Making arrangements for refreshments as necessary

		<p>For example during an event:</p> <ul style="list-style-type: none"> • Greeting attendees dealing with registration, issuing badges and event packs etc • Minute or note taking • Handing out relevant documentation for example, agenda, presentation notes, reading material, activity information • Serving refreshments <p>For example after an event:</p> <ul style="list-style-type: none"> • Typing up minutes/notes • Circulating minutes/notes • Amending minutes/notes according to any feedback
2 Understand the purpose of displaying professional and helpful behaviour whilst supporting a business event and how to do so	<p>2.1 Explain the purpose of displaying professional and helpful behaviour when supporting a business event</p> <p>2.2 Describe ways of exhibiting professional and helpful behaviour whilst supporting a business event</p>	<p>2.1 For example, the purpose of displaying professional and helpful behaviour when supporting a business event may include reasons such as promoting or maintaining an organisation's professional image.</p> <p>2.2 Ways of exhibiting professional and helpful behaviour may include:</p> <ul style="list-style-type: none"> • Smart, professional appearance • Ensuring duties are understood before the event so that expectations are met • Remaining approachable and professional at all times
3 Understand how to deal with problems encountered when supporting a business event	3.1 Identify the types of problems that may occur when supporting a business event	<p>3.1 The types of problems that may occur include:</p> <ul style="list-style-type: none"> • Late or absent attendees • Equipment failure • Refreshments

	<p>3.2 Identify ways of dealing with problems when supporting a business event</p>	<p>unavailable, insufficient or inappropriate</p> <ul style="list-style-type: none"> • Insufficient documentation/event packs • Special needs of delegates <p>3.2 Ways of dealing with problems includes things such as:</p> <ul style="list-style-type: none"> • Liaising with the venue to replace faulty equipment • Requesting to use the venue facilities for copying additional documentation • Passing on messages from attendees who are late or absent • Passing on urgent messages for speakers or attendees
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Assessment

Assessment will consist of an on-line multiple-choice test. All tests are available on demand.

The test for this unit will be 30 minutes in length and consist of 20 questions. Results will be graded pass or fail.

The grade achieved will be stated on the certificate.

Guidance on assessment and evidence requirements

This unit is assessed via an on demand on-screen multiple-choice test, set and marked by OCR.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the Learning Outcomes and associated Assessment Criteria. Candidates will be required to have knowledge and understanding of all Assessment Criteria within the unit, as all Assessment Criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

(Please refer to the *Principles of Business and Administration Centre Handbook* for further guidance regarding each type of question).

Centres should refer to the '*OCR Administrative Guide to Vocational Qualifications (A850)*' for Notes on Preventing Computer-Assisted Malpractice.

National Occupational Standards (NOS) mapping/signposting

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business & Administration NOS	211	Organise and support meetings

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.gcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking, listening and communication	9	Representing		Use ICT systems	9
Reading	9	Analysing		Find and select information	9
Writing	9	Interpreting		Develop, present and communicate information	

Resources

Equipment: In order to deliver the on-line test for this unit, centres will require the minimum hardware stipulated in the OCR document *Minimum Hardware Requirements*. This document is available for downloading from the E-assessment area of the *Business and Administration* website (www.ocr.org.uk).

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

Additional information

The *OCR Business and Administration Centre Handbook* contains important information for anyone delivering, working towards or involved with the OCR Business and Administration qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk