

# Model Assignment

## Issued September 2011

OCR Administration (Business Professional)

### UNIT 7 (LEVEL 2) - WRITTEN BUSINESS COMMUNICATION

**Please note:**

This OCR model assignment may be used to provide evidence for the unit above. Alternatively, centres may wish to adapt this assignment or devise their own assignment for the purposes of assessment. It is the centre's responsibility to ensure that any adaptations made to this assignment allow learners to meet all the assessment criteria and provide them with sufficient opportunity to demonstrate achievement across the unit.

This unit has a credit value of 4 on the Qualifications and Credit Framework (QCF). The scheme codes for the OCR Administration (Business Professional) qualifications towards which successful completion of this unit assessment may contribute are:

OCR Scheme code	Qualification Title	Qualification Accreditation Number (QAN)
03955	OCR Level 2 Award in Administration (Business Professional)	500/6124/0
03956	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2

**The QCA Accreditation Number for this unit is: F/502/4706**

This OCR model assignment remains live for the life of these qualifications.

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# Model Assignment: Tutor Information

OCR Administration (Business Professional)

## UNIT 7 (LEVEL 2) - WRITTEN BUSINESS COMMUNICATION

### Introduction to the Tasks

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The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world. In this assignment, learners will be able to demonstrate their understanding of different forms of written communication, produce a variety of business documents and communicate in writing at a level appropriate for business.

The tasks have been designed so that all of the assessment criteria in Unit 7 are addressed.

Please note that, regardless of any modifications that may be made to the model assignment for this unit, at least **four** different types of business document must be produced by learners, of which **one** must be a letter.

**These guidance notes must be used in conjunction with the unit specification and Centre Handbook.**

### The Tasks

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The learner has been given a scenario in which they work for a builders' merchant, Dorrans Building Supplies Ltd, as an administrator in its delivery department.

The company has recently been receiving phone calls and emails from customers (mainly on building sites) complaining that some materials ordered are either missing or damaged on arrival. A complaint is received from a specific customer and the learner is asked by their line manager to help sort this out.

The tasks include an initial 'getting a clear picture', to ensure that the issues are fully comprehended. The learner then writes a formal holding letter and a report for their manager, using the information in the scenario and accompanying documents.

The final task is designed to show that the learner understands the purpose of different forms of written communication, as required by assessment criterion 1.1.

All documents completed must be accurate, well structured and fit for purpose.

## Scope of permitted Model Assignment modification

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The model assignment is self-contained in its present form. The set of tasks form a coherent whole addressing all the Assessment Criteria [AC].

**No changes to the Assessment Criteria are permitted.** However, the model assignment can be changed in terms of the introductory scenario, which can be contextualised or amended. The scenario must still be set within a business context and must have a clear business purpose/objective.

The following would remain broadly the same, providing a common structure for the range of model assignments produced:

- individual learners' evidence for practical activities
- controls for task taking
- links to other unit assignments, learning and work experience

**If modifications are made to the model assignment it is up to the centre to ensure that all assessment criteria are adequately covered.**

Please note that, regardless of any modifications that may be made to the model assignment for this unit, at least **four** different types of business document must be produced by learners, of which **one** must be a letter.

## Checklist of types of evidence

When completing this model assignment it may be possible to generate evidence for completing a task in a variety of formats. This list is not exhaustive and will depend on the approach taken to complete the task or model assignment. In some cases the task will require a specific format for the outcome and this will be clearly marked in the table with these items in bold.

Task activity	Examples of evidence – specifically required items in bold	Assessment Criteria coverage
<b>Task 1</b> Getting a clear picture	<ul style="list-style-type: none"> <li>• <b>Accurate email</b></li> </ul>	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>• 2.1</li> <li>• 3.1</li> </ul>
<b>Task 2</b> Initial response	<ul style="list-style-type: none"> <li>• <b>Accurate letter</b></li> </ul>	<b>Assessment Criterion</b> <ul style="list-style-type: none"> <li>• 3.1</li> </ul>
<b>Task 3</b> Producing a report	<ul style="list-style-type: none"> <li>• <b>Accurate report</b></li> </ul>	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>• 2.1</li> <li>• 3.1</li> </ul>
<b>Task 4</b> Preventing further problems	<ul style="list-style-type: none"> <li>• <b>Accurate leaflet</b></li> </ul>	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.1</li> <li>• 3.1</li> </ul>

Required even if model assignment is adapted:

- At least **four** different, accurate business documents, including **one** letter.

# Model Assignment: Learner Information

OCR Administration (Business Professional)

## UNIT 7 (LEVEL 2) - WRITTEN BUSINESS COMMUNICATION

Q *Do I have to pass this assignment?*

A Yes. You must pass this assignment to achieve the unit.

Q *What help will I get?*

A Your tutor will help you when completing the OCR model assignment and will make sure that you know what resources/facilities you need and are allowed to use.

Q *What if I don't understand something?*

A It is your responsibility to read the assignment carefully and make sure you understand what you need to do and what you should hand in. If you are not sure, check with your tutor.

Q *Can I use other people's work?*

A No. The work that you produce must be your own and you may be asked to sign a declaration confirming this. You should never copy the work of other learners or allow other learners to copy your work. Any information that you use from other sources, e.g. books, newspapers, professional journals or the Internet must be clearly identified and not presented as your own work.

Q *Can I work in a group?*

A Yes. However, if you work in a group at any stage you must still produce work that shows your individual contribution.

Q *How should I present my work?*

A You can present your work in a variety of ways, e.g. hand-written, word-processed, on video. However, what you choose should be appropriate to the task(s) and agreed with your tutor. For some work, e.g. presentations, role-play, work experience, you will need to provide proof that you completed the task(s). A witness statement or observation sheet will usually be used for this. If you are unsure, check with your tutor.

Q *When I have finished, what do I need to hand in?*

A You need to hand in the work that you have completed for each task. Do not include any draft work or handouts unless these are asked for. When you hand in your work make sure that it is has your name and the unit title clearly marked and that it is in the correct order for assessment.

Q *How will my work be assessed?*

A Your work will be marked by an assessor in your centre. The assessor will mark the work using the assessment objectives in the qualification specification. The work will then be sent to an OCR Moderator to ensure that assessors from all centres are marking correctly. You have not passed this unit until this is confirmed by OCR.

Q *Will my work be returned?*

A Submitted work will not be returned so please ensure you keep copies of everything you produce.

# Scenario

## Delivery Problems

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You work for a builders' merchant, Dorrans Building Supplies Ltd, as an administrator in its delivery department.

You and your colleagues have recently been receiving phone calls and emails from customers (mainly on building sites) complaining that some materials ordered are either missing or damaged on arrival on site. You think that the cause may well be a lack of checking at the time of loading, coupled with poor stacking in Dorrans' own yard, but you have no evidence for this.

A telephone complaint was received today, followed up by email (Appendix 1). The complaint was from Venus Construction at its Halford site, detailing a shortage in materials delivered and some damage.

You bring this complaint to the attention of your line manager, Janette Olson, (Head of the Delivery Department). She provides you with a copy of the delivery note (Appendix 2) and an extract from the minutes of a recent inter-departmental meeting (Appendix 3) where this ongoing problem was discussed.

# Tasks

## Task 1: Getting a clear picture

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### Assessment Criteria 2.1 and 3.1

To ensure the company responds in the most appropriate way your Head of Department, Janette Olson, has left you a note.

#### Your task is to:

- respond to the following note.

To: Administrator

From: Janette Olson – Head of Delivery Department

Subject: Complaint from Venus Construction

I need to have some answers before we can take the complaint that came in today from Venus Construction any further. Could you read the documents I sent you earlier and send me a brief email with the answers to the following questions by the end of the day?

1. Has Venus Construction got all its facts right?
2. What actions agreed at the departmental meeting may not have been carried out?

Regards,

Janette

Your evidence will be a copy of your email, containing the information requested using a formal layout which addresses the two questions asked.

## Task 2: Initial Response

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### Assessment Criterion 3.1

Following the initial investigation, action needs to be taken.

#### Your task is to:

- respond to the instructions given to you by Janette Olson in the email overleaf.

To: administrator@dorrans.biz  
From: Janette Olson – Head of Delivery  
Subject: Complaint from Venus Construction

Many thanks for your informative email clarifying the situation following the complaint from Venus Construction. In order to ensure that we maintain good customer relations with them, could you please write a brief, formal holding letter to the Project Manager at the Halford site. You will need to end the letter by stating that he will be contacted very shortly either by me, or by a Director.

Regards

Janette

Your evidence will be a copy of the letter.

### Task 3: Producing a report

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#### Assessment Criteria 2.1 and 3.1

Your line manager, Janette Olson, has left a voice message for you.

#### Your task is to:

- carry out the activity she requests in the transcript below.

Many thanks for getting the letter off to Venus Construction. I have another inter-departmental meeting next Monday and I'd like to demonstrate that our department is on top of this issue with deliveries. I also want to make sure that we have done everything possible in relation to this complaint, especially as Venus Construction is a major client of ours.

To make sure we've covered everything, could you put together a short report for me entitled 'Issues with Delivery to Venus Construction' and include your thoughts/recommendations. I'll need the report by close of play tomorrow so I can table it at the meeting – hope that's ok.

Your evidence will be the report which should include: a heading, subheadings and recommendations.

## Task 4: Preventing further problems

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### Assessment Criteria 1.1, 2.1 and 3.1

Janette Olson is very pleased with both the letter you sent to the Project Manager at Venus Construction and the report you have provided on the issues relating to the delivery.

She is not sure, however, that all of the other administrative staff working for Dorrans have such a good, clear understanding of the purpose of the various forms of written communication which are used in business.

She has asked you, therefore, to produce a leaflet which can be distributed to all junior staff which describes the purpose of different forms of written forms of communication.

#### Your task is to:

- produce the leaflet.

This must include reference to:

- ✓ formal communications
- ✓ informal communications
- ✓ communications for internal customers
- ✓ communications for external customers.

Your evidence will be the leaflet which clearly describes the purpose of different forms of written formal and informal communication.

**APPENDIX 1****Venus Construction Partners**

From: Jim Morrison

Sent: 15 September

To: administrator@dorrans.biz

Subject: Delivery issues

As I explained in my call to you this morning, I am rather annoyed with the problems we are experiencing following the delivery your company made to our Halford site at 10.00 am today. On checking the delivery notice and the delivery itself, we found that the following items were missing:

2 Standard external doors (we ordered 6 but 4 turned up)

15m of hardwood architrave

4 low level toilets (cream)

1500 engineering bricks (class 1) – only 1400 arrived!

In addition, when we opened the packs, our foreman noticed that a number of the circular paving slabs were either chipped or broken. These are unusable and will have to be returned (ie your company will have to collect).

As you are aware, the project at Halford is due to finish within the next four weeks – we need the missing and/or damaged material replaced as soon as possible and a refund made to compensate for the problems caused by your inefficiency.

Regards,

**Jim Morrison**

Project Manager

## APPENDIX 2

## DORRANS BUILDING SUPPLIES LTD.

## DELIVERY NOTE

Delivery Address: Venus Construction, Halford Lane, Westville, WE1 1DH.

Date: 15 Sept Time: Between 08.00 - 10.00

Code	Item	Quant	Comment
DB34M	Building sand	50 kg	In 2 x 25kg bags
DB06FB	Facing bricks	1400	
DB11SD	Standard doors	4	
DB 07TT	600 x 600 manhole covers	4	
DB09HA	Hardwood architrave	15m	Not in stock – to be delivered within 7 days
DB76LT	Low level toilets (cream)	10	Reduced on 2 <sup>nd</sup> Sept from original order of 14
DB50SB	50 x 50mm softwood	56m	In 2 metre lengths
DB02PC	OPC cement (bagged)	40 kg	
DB09EB	Engineering bricks (class 1)	1500	
DB54UG	uPVC 50mm guttering	60m	
DB11DU	Circular slate paving slabs – 600mm diameter	40	

**All items on account must be paid within 21 days of receipt.**

I confirm that all the items were received and in good condition

Recipient's Signature: *U. Kura* Date: 15/09/2011

Please retain yellow copy for your own records.

Thank you for ordering from Dorrans Building Supplies Ltd.

Your one-stop supplier in the building industry

**APPENDIX 3****Minutes of Departmental Meeting held on 9<sup>th</sup> September (extract)****Item 3 – Customer Relations and Service****3.1 Delivery issues**

- 3.1.1** JO (Deliveries) informed the meeting that there had been six queries from contractors over the past two weeks regarding non-delivery of materials, wrong items sent out or damage to material received. Of these two were considered fraudulent (ie the recipients were providing misleading information) and another had mistaken what had actually been ordered. However, three customers did have a right to complain and JO wanted to ensure the problems were dealt with.
- 3.1.2** JG (Storage) explained that the redevelopment of the storage yard and warehouse over the summer had resulted in some fragile materials being moved several times and this may account for some minor damage. However, he believed that all materials now stored at Dorrans were fault free.
- 3.1.3** TM (Logistics) was sure that the problems with finding suitable staff in the loading areas had now been resolved, as had the difficulties with lorry drivers. A concerted drive to fill vacancies in these areas had been very successful and training for new staff was on-going.
- 3.1.4** GD (Director) said he was concerned that customers were still complaining and that he wanted those present to ensure that this problem was resolved as a matter of urgency.

**Action:**

- 1** JO to monitor any complaints regarding non-delivery or damage and report back at next month's meeting.
- 2** JG to double check all fragile materials in store and reorder any items that appear damaged.
- 3** TM to implement a double check on materials being dispatched from the company until training of new staff is complete.
- 4** M-AF (Finance) to report back on possible financial implications of these delivery problems.

# Learner Evidence Checklist

OCR Administration (Business Professional)

UNIT 7 (LEVEL 2) - WRITTEN BUSINESS COMMUNICATION

LEARNER NAME: \_\_\_\_\_

CENTRE NUMBER: \_\_\_\_\_

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Accurate email	

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Accurate letter	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Accurate report	

Task 4 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Accurate leaflet	

**I confirm that the items listed above are attached. These have been assessed and provide sufficient evidence to demonstrate that the learner has achieved all of the assessment criteria for this unit.**

**Signed:** \_\_\_\_\_

**Name and position** \_\_\_\_\_

**Date:** \_\_\_\_\_