

Unit Title: Evaluate the organisation of business travel or accommodation

OCR unit number	324
Sector unit number	K/601/2544
Level:	3
Credit value:	2
Guided learning hours:	10

Unit purpose and aim

This unit is about evaluating the effectiveness of processes, services, etc involved in the delivery of business travel or accommodation arrangements.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the purpose and processes of evaluating business travel or accommodation arrangements</p>	<p>The Learner can:</p> <p>1.1 Describe different criteria that may be used to evaluate arrangements for business travel or accommodation</p> <p>1.2 Explain the benefits of evaluating business travel or accommodation arrangements for individuals and organisations</p>	<p>This learning outcome must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.</p>
<p>2. Be able to evaluate business travel or accommodation arrangements</p>	<p>2.1 Use records of business travel and accommodation arrangements made and services used and assess their effectiveness</p> <p>2.2 Use feedback from a traveller(s) to assess the effectiveness of business travel and accommodation arrangements made and services used</p> <p>2.3 Record outcomes of evaluations to inform future service expectations</p> <p>2.4 Make recommendations to the appropriate people to update business travel or</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to evaluate the organisation of business travel or accommodation.</p>

	accommodation policies and procedures	
--	---------------------------------------	--

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Records of arrangements made for travel/accommodation
- Copies of travel itineraries and documents
- Correspondence with organiser/traveller
- Feedback from traveller on travel arrangements/accommodation and services used
- Evaluation records
- Annotated travel/accommodation policies and procedures
- Copies of correspondence relating to recommendations made

Guidance on assessment and evidence requirements

Refer to sections on Assessment and evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA322 Organise business travel or accommodation.

Functional skills signposting

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

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

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

Resources

Access to a working environment with associated equipment and resources

Additional information

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 .