

Model Assignment

Issued September 2011

OCR Administration (Business Professional)

UNIT 17 (LEVEL 3) - SUPPORTING RECRUITMENT AND SELECTION PROCEDURES

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)
03956	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2
03958	OCR Level 3 Award in Administration (Business Professional)	500/6483/6
03959	OCR Level 3 Certificate in Administration (Business Professional)	500/6484/8
03963	OCR Level 3 Diploma in Administration (Business Professional)	500/6485/X
03966	OCR Level 4 Award in Administration (Business Professional)	500/6488/5
03967	OCR Level 4 Certificate in Administration (Business Professional)	500/6489/7
03968	OCR Level 4 Diploma in Administration (Business Professional)	500/6490/3

The QCA Accreditation Number for this unit is: D/502/3854

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

ALL THESE MATERIALS MAY BE PHOTOCOPIED. Any photocopying will be done under the terms of the Copyright Designs and Patents Act 1988 solely for the purposes of assessment.

G358 11-09

Model Assignment: Tutor Information

OCR Administration (Business Professional)

UNIT 17 (LEVEL 3) - SUPPORTING RECRUITMENT AND SELECTION PROCEDURES

Introduction to the Tasks

The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world. This assignment could be undertaken in the workplace or work placement by the learner or it could take place through the scenario provided.

If learners are to complete this in the workplace then the job analysed could be a colleague at a work placement, a member of the centre's administration staff or someone they know who is in a suitable post in employment. Learners should analyse a job, prepare a job description and person specification, produce a job advertisement and interview documentation.

The tasks have been designed so that all of the assessment criteria in Unit 17 are addressed.

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

The Tasks

Task 1: Explain the requirements of a job analysis

Assessment Criterion 1.1 is assessed in this task.

Before learners carry out a job analysis they need to explain the requirements of a job analysis to their line manager, Sophie (the tutor should act as Sophie Tucker, the General Manager). The evidence produced does not need to be extensive but it must be produced in the learner's own words,

Evidence should be notes or an email.

Task 2: Analyse the job role

Assessment Criterion 1.2 is assessed in this task.

Learners must undertake an analysis of the role of Personal Assistant to the General Manager at Best & Blossom Foods Ltd. Appendix A contains all the information that is required, however learners could interview the tutor (line manager) to find out additional information if they wish as in the workplace learners would have the opportunity to interview staff to find out about the overall purpose of the job, responsibilities or tasks undertaken. Learners could issue a questionnaire to the line manager and this could be completed, in addition to the information provided in the scenario.

Based on the information in Appendix A, learners should document the key requirements of the job that Katiana currently undertakes – they should also extract the information from the scenario. They will then need to analyse and evaluate the skills and knowledge that would be required to fulfil this job role. Learners may also carry out additional research to help them complete this task.

Learners will need to consider what personal qualities and experience are needed for the job of Personal Assistant and the educational requirements. Again further research should be carried out into the requirements for this type of role.

Evidence will be the job analysis.

Task 3: Explain the key statutory and contractual rights and responsibilities of employers and employees

Assessment Criterion 2.2 is assessed in this task.

Learners will need to produce brief guidance notes to all members of the team to explain the key contractual rights and responsibilities of employers and employees. The guidance notes will help members of the team when producing recruitment selection documentation to ensure that these documents comply with relevant equality legislation.

Evidence will be the guidance notes.

Task 4: Prepare a job description and person specification

Assessment Criterion 2.1 is assessed in this task.

Based on the information that learners have extracted in Task 1 they should now prepare a job description and person specification. To produce the job description, they must use appropriate information about the post, describe the overall purpose of the job, list the tasks with an indication of importance, frequency, etc.

The person specification should identify the qualifications required for the post of Personal Assistant. They will identify the experience and personal attributes required for the job and decide which are essential and desirable.

The job description and person specification must be produced to a professional standard and use standard conventions. Both documents must comply with relevant equality legislation.

Evidence will be the job description and person specification.

Task 5: Produce a job advertisement

Assessment Criterion 2.1 is assessed in this task.

Learners will produce a job advertisement using the information from the job description and person specification.

The job advertisement should be designed to be placed in the local newspaper and learners could carry out research into the exact requirements for their local press. For the purpose of this assessment the job advertisement should only include the relevant information to attract suitable learners and it should be approximately 125 words in length. Learners must use appropriate and acceptable language and comply with relevant equality legislation.

Evidence will be the job advertisement.

Task 6: Produce interview documentation before, during and after interviews

Assessment Criterion 3.1 is assessed in this task.

Learners are required to prepare the interview documentation for the job role of Personal Assistant before, during and after interviews.

Before the interviews are held, learners will need to produce a draft letter of invitation which could be sent to the interviewees. The letter should be professionally presented and comply with relevant equality legislation.

Learners will then need to produce a list of interviewees and the times of interview to be used by the interviewers on the day. Tutors should provide the names of at least five interviewees in order to enable the learners to produce a running order of interviewees. Learners will need to ensure that there is sufficient time allowed for each interview and time allocated for breaks during the day.

Learners will also need to produce a draft letter which could be sent to the unsuccessful interviewees. The letter should be professionally presented and comply with relevant equality legislation.

Evidence will be the letter of invitation to interviewees, running order of interviewees and letter to unsuccessful interviewees.

Scope of permitted Model Assignment modification

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.

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
Task 1 Explain the requirements of a job analysis	<ul style="list-style-type: none"> • notes • email 	Assessment Criterion <ul style="list-style-type: none"> • 1.1
Task 2 Analyse the job role	<ul style="list-style-type: none"> • job analysis 	Assessment Criterion <ul style="list-style-type: none"> • 1.2
Task 3 Explain the key statutory and contractual rights and responsibilities of employers and employees	<ul style="list-style-type: none"> • guidance notes 	Assessment Criterion <ul style="list-style-type: none"> • 2.2
Task 4 Prepare a job description and person specification	<ul style="list-style-type: none"> • job description • person specification 	Assessment Criterion <ul style="list-style-type: none"> • 2.1
Task 5 Produce a job advertisement	<ul style="list-style-type: none"> • job advertisement 	Assessment Criterion <ul style="list-style-type: none"> • 2.1
Task 6 Produce interview documentation before, during and after interviews	<ul style="list-style-type: none"> • draft letter of invitation to interviewees • running order of interviewees • draft letter to unsuccessful interviewees 	Assessment Criterion <ul style="list-style-type: none"> • 3.1

Model Assignment: Learner Information

OCR Administration (Business Professional)

UNIT 17 (LEVEL 3) - SUPPORTING RECRUITMENT AND SELECTION PROCEDURES

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 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

Supporting recruitment and selection procedures

You are an administrator in the Human Resources department of Best & Blossom Foods Ltd. The company manufactures and distributes a range of health food products. Katiana Kaplinsky, who is the Personal Assistant to the General Manager, Sophie Tucker, is about to leave the company and there is now a need to recruit a replacement.

During the time Katiana has been with the company, her role has expanded. The Human Resources Manager, Helen Strachan, has had a conversation with Katiana to clarify what the Personal Assistant role now involves.

Appendix A is a transcript of Katiana's responses to the questions asked by Helen during this conversation.

The company's address is:

36 Warwick Road
Ansty
Coventry
CV7 9TT
Telephone number: 02476 1116239
Website: www.best&blossomfoods.co.uk

Tasks

Introduction to the tasks

The Human Resources Manager, Helen Strachan, has asked you to help her with various tasks as she recruits a replacement for Katiana Kaplinsky, the General Manager's current Personal Assistant. You will need to read the transcript of Katiana's responses to the questions Helen has asked her about her role (Appendix A) before you start the tasks.

Task 1: Explain the requirements of a job analysis

Assessment Criterion 1.1

Helen is concerned that a formal job description was not drawn up when Katiana became Personal Assistant to Sophie Tucker, the General Manager.

This needs to be done before Katiana's replacement can be recruited and Helen will need to talk to Sophie in addition to the conversation she has already had with Katiana. Helen needs you to help Sophie understand some of the processes that need to be undertaken before recruitment can start.

Your task is to:

- explain to Sophie the requirements of a job analysis.

Your evidence will be notes or an email.

Task 2: Analyse the job role

Assessment Criterion 1.2

Your task is to:

- document the key requirements of the job that Katiana currently undertakes
- analyse and evaluate the skills and knowledge which are required for successful performance for each element of the job

- consider the personal qualities and experience that are needed for this job
- consider the educational requirements needed for this job.

Your evidence will be the job analysis.

Task 3: Explain the key statutory and contractual rights and responsibilities of employers and employees

Assessment Criterion 2.2 is assessed in this task.

Helen wants to ensure that all team members understand the key statutory and contractual responsibilities of employers and employees. This will help to ensure that documentation used in the recruitment and selection process complies with equality legislation.

Your task is to:

- produce brief guidance notes explaining the key statutory and contractual rights and responsibilities of employers and employees

Your evidence will be the guidance notes

Task 4: Prepare a job description and person specification

Assessment Criterion 2.1

Your task is to:

- prepare a job description for the role of Personal Assistant to the General Manager to include:
 - ✓ appropriate headings (title, grade, department, responsible to/for)
 - ✓ description of the purpose of the job
 - ✓ requirements of the job.
- prepare a person specification for the role of Personal Assistant to the General Manager to include:
 - ✓ qualifications and experience that are essential/desirable to meet the requirements of the job
 - ✓ personal attributes that are essential/desirable to meet the requirements of the job.

In carrying out this task, you should use appropriate and acceptable language and comply with relevant equality legislation.

Your evidence will be:

- the job description
- the person specification.

Task 5: Produce a job advertisement

Assessment Criterion 2.1

Using information contained within the job description and person specification, your task is to:

- produce a job advertisement to be placed in the local newspaper for the post of Personal Assistant to the General Manager

The job advertisement should only include relevant information to attract suitable applicants and information about the recruitment process (eg how to obtain further information, closing date etc). It should be approximately 125 words.

In carrying out this task, you should use appropriate and acceptable language and comply with relevant equality legislation.

Your evidence will be the job advertisement.

Task 6: Produce interview documentation for use before, during and after interviews

Assessment Criterion 3.1

Helen Strachan, the Human Resources Manager, has received many applications and she has decided to interview a number of candidates. She has asked you to send out the invitation letters and to produce a running order of interviewees for use on the day. Helen has also asked you to prepare a draft letter to be sent out to unsuccessful interviewees after the interviews have taken place.

Your task is to:

- produce the draft invite letter to be sent to interviewees
- produce a running order of interviewees

- produce the draft letter to be sent to unsuccessful interviewees

Your evidence will be:

- a draft letter of invitation. The Human Resources Manager, Helen Strachan, will sign the letter.
- a running order of interviewees
- a draft letter of rejection. The Human Resources Manager, Helen Strachan, will sign the letter.

Appendix A –**Transcript of Katiana Kaplinsky's responses during a conversation with Helen Strachan, Human Resources Manager.**

"I currently do lots of things really, including answering the telephone, dealing with customer queries, producing correspondence, reports and presentations. I also arrange the diary for Sophie and the team which includes the organising and supporting of business meetings, managing emails and dealing with everyday correspondence. Sophie has to travel quite a bit so I arrange all the travel here in the UK and when she goes abroad and I have to use my initiative quite a bit. I deal with all her mail, taking account of the usual guidelines on confidentiality, and check that all her outgoing post is distributed in a timely fashion.

"I have to deal with internal and external people all the time and people who are at all levels within an organisation. It is very important that our business is professional at all times so we can keep expanding. It is really busy here now so I have to deal with tight timescales and prioritising my workload. Sophie works extremely long hours and sometimes things happen very quickly so I have to be flexible and adaptable so that we can get the job done.

"Once, Sophie went off on an extended business trip and I thought I was going to have a nice quiet time. But before she left she asked me to collaborate with the General Office Administrator to create an induction handbook for the newest admin assistant, who was completely inexperienced! It was more fun than it sounds and the handbook will now be used with all new admin recruits.

"I have a weekly meeting with Sophie and another weekly meeting with the General Office Administration Manager to make sure I'm up to date with both Sophie's world and the wider company goings-on. The whole admin team has a quick meeting every other morning just for 10 mins to have a quick update, discuss problems etc and I like to attend this as often as I can too. The office has grown and we all recently had new computers and other standard office equipment.

"I completed an NVQ in Business and Administration level 2 when I was at college and I also have qualifications in text processing up to level 3. Whilst I was volunteering I managed to get my NVQ level 3 in Business and Administration. I have updated my computer skills recently with a self-paced training programme and found it a great help. I have now created financial documents/statements using spreadsheets which help me manage the budgets and I created a database for the juniors which is now used to maintain customer records.

"One thing I forgot is that the company has a conference annually and I manage and co-ordinate this for Sophie."

Learner Evidence Checklist

OCR Administration (Business Professional)

UNIT 17 (LEVEL 3) - SUPPORTING RECRUITMENT AND SELECTION PROCEDURES

LEARNER NAME: _____

CENTRE NUMBER: _____

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

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

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

Task 4 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> job description <input type="checkbox"/> person specification	

Task 5 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> job advertisement	

Task 6 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> draft letter of invitation <input type="checkbox"/> running order of interviewees <input type="checkbox"/> draft letter of rejection	

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: _____