

Administration (Business Professional)

Unit Title: Creating business documents

OCR unit number: 2
Level: 1
Credit value: 3
Guided learning hours: 30

Unit reference number: K/502/4005

Unit aim

The aim of this unit is for learners to develop the skills to identify and produce a variety of business documents.

Learning outcomes		Assessment criteria		Knowledge, understanding and skills	
The	Learner will: Know that there are different types of business document	The 1.1.	Learner can: Identify different types of business document and when they might be used	•	Letter Memo Email Notice Advertisement
		1.2.	State why templates are used for some business documents		
2	Know why it is important to use the right communication style in business documents	2.1.	Give examples of when to use a formal or informal communication style	•	External letters Internal letters Email – internal and external
		2.2.	State why some businesses adopt a 'house style' for certain documents		

Learning outcomes	Assessment criteria	Knowledge, understanding and skills	
3 Be able to produce routine business documents	3.1. Produce routine business documents using the appropriate communication style 3.2. Check documents for	Use accepted layouts and conventions, e.g.: Letter Letter Letterheaded paper (template or pre-printed paper) Today's date Recipient's name and address Salutation Subject heading Complimentary close Salutation/complimentary close in agreement Email Template or pre-printed email form Greeting Recipient's email address Subject heading Today's date Appropriate closure Memo Template or pre-printed memo form To/From/Subject heading Today's date Telephone Message Template or pre-printed message form Name of person to receive message Name of caller, organisation, telephone/extension number Time and date call received Name of person taking call Appropriate follow-up action identified, e.g. need to return call	
	accuracy		

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website www.ocr.org.uk.

Additional information

For further information regarding administration for this qualification, please follow the link to OCR's Administration area.