

Unit Title:	Manage an office facility
OCR unit number	414
Sector unit number	L/601/2567
Level:	4
Credit value:	6
Guided learning hours:	30

Unit purpose and aim

This unit is about managing an office facility, making sure that the systems and procedures, facilities and equipment needed to meet the expectations of all users for the smooth running of the office are in place, and evaluating use for possible changes and new needs.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand how to provide, maintain and manage an office facility that meets the expectations of its users	The Learner can: 1.1 Explain the purpose and benefits of providing and maintaining an office facility that meets the needs of its users in line with agreed budgets 1.2 Evaluate a range of facilities, equipment and resources for an office, and explain what they can be used for 1.3 Explain the purpose and benefits of identifying and regularly reviewing the needs of office users and ways of doing so 1.4 Explain the purpose of having office systems and procedures 1.5 Describe and evaluate systems and procedures suitable for an office within own area of responsibility 1.6 Explain how to develop office systems and procedures within own area of responsibility 1.7 Explain the purpose and	Learning outcomes 1 to 3 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>benefits of building relationships with internal and external suppliers and ways of doing so</p> <p>1.8 Explain the purpose and benefits of giving users information, guidance and support for following office systems and procedures, and for using facilities and equipment</p> <p>1.9 Explain the purpose and benefits of controlling office facilities</p> <p>1.10 Explain the purpose and benefits of monitoring, reviewing and evaluating different types of activities to make sure an office facility meets the needs of its users</p>	
<p>2. Understand how to deal with problems when managing office facilities and equipment</p>	<p>2.1 Explain how to identify and organise repairs needed to the facilities and equipment of an office</p> <p>2.2 Describe procedures for dealing with repairs needed</p> <p>2.3 Explain the types of problems that arise when managing an office facility</p> <p>2.4 Explain the purpose and benefits of having a strategy to deal with problems, and how to develop a strategy for dealing with problems</p>	
<p>3. Understand the purpose of health, safety, access and security requirements in an office</p>	<p>3.1 Explain why health, safety, access and security are important in an office environment</p> <p>3.2 Describe the main health, safety, access and security requirements that are important in an office environment</p> <p>3.3 Identify health, safety, access and security requirements for an office in own area of responsibility, including its</p>	

	facilities and equipment	
4. Be able to manage an office facility	<p>4.1 Provide office facilities and equipment to meet the needs of users, in line with agreed budgets</p> <p>4.2 Maintain office facilities and equipment to meet the needs of users</p> <p>4.3 Co-ordinate the use of facilities and equipment for an office</p> <p>4.4 Set up, explain, review and evaluate systems and procedures for an office, identifying changes in requirements, as needed</p> <p>4.5 Monitor, review and evaluate office systems and procedures, taking account of feedback from users</p> <p>4.6 Make sure the equipment in an office is working correctly and meets expectations of the users</p> <p>4.7 Identify and organise repairs needed to the facilities and equipment in an office</p> <p>4.8 Make sure the environment of an office supports productive working</p> <p>4.9 Maintain relationships with internal and external suppliers and look for opportunities to develop relationships</p> <p>4.10 Monitor use and take action as needed to maintain the health, safety and security of office users</p> <p>4.11 Identify, analyse and resolve problems with facilities and equipment in an office</p> <p>4.12 Provide information and guidance to users on the facilities and equipment in an office</p> <p>4.13 Agree priorities for the</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to manage an office facility.</p>

	<p>supply, maintenance and use of office facilities and equipment with users</p> <p>4.14 Control use of office facilities in own area of responsibility</p>	
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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:

- Details of budgets for office facilities/equipment
- Financial records relating to purchase of facilities/equipment
- Equipment logs
- Agenda and minutes of team meetings
- Agenda and minutes of management meetings
- Minutes of 1 to 1 meetings
- Records of reviews of office systems and manuals
- Feedback from users of office facilities
- Evaluation reports
- Action plans
- Implementation plans
- Faults/problems logs and follow up action taken
- Records of communications with suppliers, customers and staff
- Records of meetings with suppliers

- Risk assessments carried out
- Health, safety and security reports
- Communications relating to problems with office facilities
- Records relating to staff induction/training in use of office facilities

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 BAA118 Manage an office facility.

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	Mathematic	s	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 .