Unit Title: Supporting business activities
OCR unit number: 1
Level: 4
Credit value: 5
Guided learning hours: 24
Unit reference number: A/503/6143

Unit aim and purpose

The aim of this unit is to develop an understanding of activities which support a range of business functions from administrative tasks, through the complexities of project management to effective diary and time management. This will lead to analysis and evaluations which will inform improvements to future workplace practice.

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>Assessment Criteria</th>
<th>Teaching Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Learner will:</td>
<td>The Learner can:</td>
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</tbody>
</table>
| 1. Understand the structure of administrative systems to support business | 1.1 Describe the factors to be taken into account when setting up a filing system | Filing systems  
* Manual v electronic  
* Purpose  
* Confidentiality and security  
* Advantages and disadvantages of both systems  
* Classification systems |
|                   | 1.2 Explain the stock control ordering and purchasing system in an organisation | Stock control  
* Definition and purpose of  
Manual v computer based  
* Advantages and disadvantages |
|                   |                     | Relationship to  
* Budgets  
* Requirements  
* Operations  
* Sales and marketing  
* Purchasing |
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| 1.3 Analyse the benefits of a computerized stock control system | Computerised stock control:  
- Definition and purpose of  
- Proactive v reactive  
- Relationship to  
  - Stock control systems  
  - Budgets  
  - Value for money  
  - Operations  
  - Sales and marketing | Administrative managers:  
- Roles and responsibilities  
- Fayol's elements of administration  
- Relationship to business activities |
| 1.4 Outline the nature of support offered by administrative management to human resources processes | | HR managers:  
- Roles and responsibilities  
- Relationship to the employment life cycle |
| 2.1 Outline the factors to be taken into account when designing an office layout that optimizes the use of space | Office design  
- Ergonomics  
- Work process and work flow  
- Interpersonal relationships  
- Working environment  
- Communication networks  
- Working practices | Modern office practice:  
- v traditional approaches  
- Flexible working  
- Home working  
- Increased use of technology  
- Open plan offices  
- Policies and procedures  
- Office equipment |
| 2.2 Analyse the benefits and drawbacks of modern office working practices | Measures of effectiveness and efficiency include  
- Quality  
- Meeting targets  
- Work flow  
- KPIs  
- Financial | |
| 2.3 Evaluate measures of effectiveness and efficiency used in office environments | | |
| 3.1 Analyse the role of meetings in promoting | Communication  
- Models | |
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| events in an organisation | effective internal and external organisational communications | • Systems  
• Barriers  

Types of meetings and their purpose  
• Formal v informal meetings  

Meetings to support  
• Business activities  
• Branding  
• Competitiveness  
• Networking  

Branding  
• Definition and purpose  

Promotion activities  
• Definition and purpose  

Event management  
• Definition and purpose  
• As a marketing tool  

Relationship between branding and promotion  

Using events to promote the Brand  

Statutory meetings  
• Legal definition and requirements  
• Examples of statutory meetings  
• Administrative requirements, records and procedures  

Organising and planning a meeting  
• Venue  
• Delegates and their requirements  
• Value of effective feedback  
• Evaluation  
• Record keeping  

Project management principles  

Project life cycle  
• Feasibility  
• Initiation  
• Planning  
• Execution  
• Closure |
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| 4.3 Analyse the likely reasons for project failure | Project monitoring and evaluation | Project teams  
Tuckman’s team building model  
Project leadership  
Use of leadership styles  
Communication systems and processes  
Barriers to successful projects  
• Changing requirements  
• Time  
• Finance  
• People  
• Management and leadership  
• Stakeholder influence  
• Planning and planning tools  
• External influences and factors |
| 5 Understand effective diary management in an organisation | 5.1 Describe the distribution and limits of responsibility in relation to diary management | Diary management  
Manual v electronic systems  
• Advantages and disadvantages  
Relationship to  
• Business activities and performance  
• Changing priorities  
• Planning activities  
• Record keeping |
| | 5.2 Analyse the interface between project management and diary management and its potential contribution to project success | Project planning tools  
• CPA  
• Gantt charts  
• Project networks  
• Relationship to diary management  
Electronic diary systems  
• Functions  
• Control mechanisms  
• Access and security  
• Mobile technology and diary synchronisation  
• Relationship to a communication model – Shannon and Weaver |
Assessment

Centres may design their own assessment for this unit. However, a model assessment is available from the Level 4 Diploma in Business and Administration webpage: http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-and-administration-level-4-diploma-10337/

The OCR model assessment includes:

- notes for tutors
- evidence requirements
- information on assessment expectations
- glossary for command verbs

Should centres design their own assessment, this must be accompanied by an Evidence Checklist to enable assessors and moderators to record and identify where, within the submitted assessment, each criterion and evidence requirement has been met.

Candidate work for this unit will be assessed by the centre and externally-moderated by OCR.

Evidence requirements

Candidates are expected to evidence the application of knowledge in their own working environment. Where this is not possible candidates can chose an organisation in which to apply their knowledge, providing this will allow all assessment criteria to be met.

Details of evidence requirements can be found in the OCR model assessments which support this unit. If centre-developed assessments are used, they must allow candidates to cover all of the evidence requirements detailed on the Evidence Checklist.

Evidence can be presented in a number of ways which can be determined by the centre. These decisions should take into account the accessibility of the assessment requirements by individual candidates and the bespoke nature of a candidate or candidate group.

Evidence could be presented through assessed presentations, assessor observations, professional discussions or word processed documents. Recordings of professional discussions are an acceptable form of evidence. All evidence submitted must be legible.

Candidates may be able to draw on previous experiences to demonstrate they can meet the assessment criteria and evidence requirements. In this instance a professional discussion supported by applicable documentation could be accepted as suitable and adequate evidence, on the provision that all relevant requirements are met.

Where assessor observations or professional discussions are carried out, the content of these must be detailed on a Witness Statement form. The Witness Statement form must be submitted with the candidate evidence. Witness Statement forms can be downloaded from the OCR L4 Diploma in Business and Administration webpage:


Whilst observation and professional discussion are acceptable forms of evidence, we would not expect these to be the sole methods employed for evidencing a complete unit.

Evidence from related Level 4 NVQ units can be used to infer understanding of this unit’s content where appropriate.
Guidance on assessment and evidence requirements

Candidates should be advised that incomplete evidence **should not** be submitted.

All evidence **must** be assessed by the centre before submitting to OCR for moderation. This should be indicated through a tick and/or feedback comment on each marking point. Assessors should check that there are no gaps in the evidence.

Centres must have an internal moderation process in place to ensure consistency of assessment, especially where there is more than one assessor in the assessment team. The internal moderator should sign the front cover of those assessments which have been included in the internal sampling process.

If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013* available at:


Scribed work should be annotated with the scribe’s initials.

OCR is unable to return candidate work to centres, so **centres should take a copy before submitting** work to OCR for moderation.


National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council’s website or the occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

<table>
<thead>
<tr>
<th>Occupational standards</th>
<th>Unit number</th>
<th>Title</th>
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<tbody>
<tr>
<td>CFAM &amp; LDD6</td>
<td>NA</td>
<td>Lead meetings to achieve objectives</td>
</tr>
<tr>
<td>CFAM &amp; LEB1</td>
<td>NA</td>
<td>Provide healthy, safe, secure and productive working environments and practices</td>
</tr>
<tr>
<td>CFAM &amp; LEC2</td>
<td>NA</td>
<td>Manage information, knowledge and communication systems</td>
</tr>
<tr>
<td>CFAM &amp; LFA5</td>
<td>NA</td>
<td>Manage projects</td>
</tr>
</tbody>
</table>
Functional skills signposting

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

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<tr>
<td><strong>English</strong></td>
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<tr>
<td>Speaking and Listening</td>
</tr>
<tr>
<td>Reading</td>
</tr>
<tr>
<td>Writing</td>
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Resources


ILM (2007) *Effective Meetings for Managers Super Series* ILM


www.apm.org.uk

www.businesscasestudies.co.uk

www.cips.org

www.i-l-m.com

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.