

Unit Title:	Manage an office facility
OCR unit number:	21
Level:	3
Credit value:	4
Guided learning hours:	21
Unit reference number:	K/506/1944

Unit aim and purpose

This unit aims to develop the knowledge and skills required to manage an office facility. Upon completion of this unit, learners will have developed an understanding of the management of an office facility and will be able to apply this when managing and maintaining an office facility.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the management of an office facility	The Learner can: 1.1 Explain the requirements of establishing and implementing office management procedures 1.2 Explain how to manage the effectiveness of work and systems 1.3 Explain how to manage any constraints attached to office facilities and related budgets 1.4 Explain the factors to be taken into account in the design of office systems, procedures and guidance documents 1.5 Explain how to create an environment that is conducive to productive work	Constraints could include: <ul style="list-style-type: none"> • Time • Financial • Policies • Staffing • Regulations Factors may include: <ul style="list-style-type: none"> • Purpose of office system • Users • Required outcomes • Budget

Learning Outcomes	Assessment Criteria	Additional Guidance
2 Be able to manage and maintain an office facility	2.1 Maintain equipment and consumables to agreed levels 2.2 Establish systems to evaluate the effectiveness of office systems and procedures 2.3 Review the effectiveness of office systems and procedures to meet users' needs, adapting them to meet changing demands 2.4 Manage the maintenance of office equipment to meet users' needs and expectations 2.5 Manage effective relationships with suppliers 2.6 Take action to ensure that administrative services are provided to agreed standards	Users may include: <ul style="list-style-type: none"> • Colleagues • Customers

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

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.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAA118	<ul style="list-style-type: none"> • Manage an office facility

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.