

Unit Title:	Provide administrative support in schools
OCR unit number:	14
Level:	3
Credit value:	5
Guided learning hours:	33
Unit reference number:	L/506/1919

Unit aim and purpose

This unit aims to develop the knowledge and skills required to provide administrative support in schools. Upon completion of this unit, learners will have developed an understanding of administration within a school environment and will be able to provide administrative services. Learners will also be able to operate school administrative systems and procedures.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand administration within a school environment	The Learner can: 1.1 Analyse the scope, use and requirements of a school administrative system 1.2 Explain how their own role contributes to the achievement of a school's goals 1.3 Describe the policy context, issues and initiatives that affect the work of a school administrator 1.4 Explain a school's administration policy and procedures for dealing with others 1.5 Explain the requirements and procedures for dealing with child protection and student welfare 1.6 Explain when it may be appropriate to override the requirement to maintain confidentiality	
2 Be able to provide administrative services	2.1 Build positive working relationships with others 2.2 Present a professional and friendly image in line with school policy	

Learning Outcomes	Assessment Criteria	Additional Guidance
	<p>2.3 Coordinate the content and publishing of documents in accordance with the brief</p> <p>2.4 Organise trips, events, placements, secondments or work experience in accordance with the brief</p> <p>2.5 Maintain facilities to the required standard</p> <p>2.6 Adhere to organisational policies and procedures, and legal and ethical requirements when providing administrative services</p>	<p>Documents may include,</p> <ul style="list-style-type: none"> • Letters • E-mails • Reports • Text messages • Newsletters • Information notices <p>Where possible, adherence to organisational policies and procedures, and legal and ethical requirements should be confirmed by a line manager or experienced colleague.</p>
3 Be able to operate school administrative systems and procedures	<p>3.1 Maintain accurate records</p> <p>3.2 Maintain the currency of registers, licenses and contracts</p> <p>3.3 Present reports and statistical returns on time in the agreed format</p> <p>3.4 Select analysis and evaluation techniques that are appropriate to the purpose of the report and the nature of the information</p>	<p>Present reports according to:</p> <ul style="list-style-type: none"> • limits of own responsibility • the school's agreed procedure • the standard set by the relevant public / private education authority

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:	CFABAB141	<ul style="list-style-type: none"> • Provide administrative support in schools

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 .