

Unit Title:	Principles of administration
OCR unit number:	4
Level:	3
Credit value:	6
Guided learning hours:	27
Unit reference number:	Y/506/1941

Unit aim and purpose

This unit aims to develop knowledge and understanding regarding administration and introduces learners to the key principles of administration. Upon completion of this unit, learners will have developed an understanding of a variety of administration principles, including the management of an office facility, health and safety in a business environment, and the supervision of an administration team. Learners will also present knowledge of minute taking, chairing, leading and managing meetings, and event organisation.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to manage an office facility	The Learner can: 1.1 Explain the legal requirements relating to the management of office facilities 1.2 Describe the typical services provided by an office facility 1.3 Explain how to establish office management procedures 1.4 Explain how to manage office resources 1.5 Explain techniques to monitor and manage work flows 1.6 Explain typical support and welfare facilities for office workers	Typical services may include: <ul style="list-style-type: none"> • Purchasing/sales • Processing customer orders • Research • Resolving enquiries Welfare facilities may include: <ul style="list-style-type: none"> • Toilets and washrooms • Drinking water • Eating areas • Sufficient ventilation, lighting and temperature
2 Understand health and safety in a business environment	2.1 Explain the legal obligations of the employer for health and safety in the workplace 2.2 Explain an individual's responsibilities for health and safety in the workplace 2.3 Describe accident and emergency procedures	

Learning Outcomes	Assessment Criteria	Additional Guidance
3 Understand how to take minutes of meetings	3.1 Explain the purpose of meeting minutes 3.2 Explain the legal implications of meeting minutes 3.3 Explain the importance of accuracy in minute taking 3.4 Describe what should and should not be included in different types of meeting minutes 3.5 Describe how to take notes during meetings	
4 Understand how to chair, lead and manage meetings	4.1 Explain the features and purpose of different types of formal and informal meeting 4.2 Explain the role and responsibilities of the chair 4.3 Explain the role of others in a meeting 4.4 Explain techniques to facilitate a meeting 4.5 Explain the information requirements of a meeting before, during and after a meeting	Meetings can be virtual or face-to-face, and may include: <ul style="list-style-type: none"> • Project meetings • Staff meetings • Sales conferences • Emergency meetings • Collaborative meetings Techniques may include: <ul style="list-style-type: none"> • Autocratic, • Democratic • Laissez-faire
5 Understand how to supervise an administration team	5.1 Explain the use of targets and budgets to manage workloads 5.2 Explain how to allocate work to individual team members 5.3 Explain different quality management techniques to manage the performance of an administrative team 5.4 Explain the techniques used to identify the need for improvements in team outputs and standards	Quality management techniques could include: <ul style="list-style-type: none"> • Total quality management (TQM) • Statistical process control (SPC) • Continual improvement processes
6 Understand how to organise events	6.1 Explain the characteristics, requirements and purposes of different types of events 6.2 Explain the types of information and information sources needed to organise an event	Events may include: <ul style="list-style-type: none"> • A meeting • A conference • A product launch • An announcement • A celebration • A social occasion

Learning Outcomes	Assessment Criteria	Additional Guidance
	6.3 Explain how to plan an event 6.4 Explain how to identify the right resources from an event plan 6.5 Describe the likely types of information needed by delegates before, during and after an event	

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 CFABAA121 CFABAA312 CFABAA413 CFABAA441	<ul style="list-style-type: none"> • Manage an office facility • Supervise an office facility • Organise and co-ordinate events • Chair meetings • Take minutes

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.