



APPRENTICESHIP

LEVEL 2 DIPLOMA IN BUSINESS
ADMINISTRATION (QCF) 10383

RESOURCES LINK

NOVEMBER 2014



Business Administration

Level 2 Diploma

Resources Link

WELCOME

Resources Link is an e-resource, provided by OCR, for teachers of OCR qualifications. It provides descriptions of, and links to, a variety of independent teaching and learning resources that you may find helpful.

In Resources Link you will find details of independent resources, many of which are free: where this is the case this has been indicated.

If you know of other resources you would like to see included here, or discover broken links, please let us know. We would also like to hear from you if have any feedback about your use of these, or other, OCR resources. Please contact us at resourcesfeedback@ocr.org.uk.

We leave it to you, as a professional educator, to decide if any of these resources are right for you and your learners, and how best to use them.



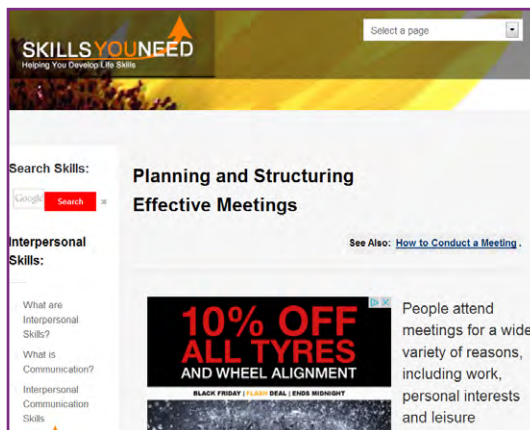
We'd like to know your view on the resources we produce. By clicking on the 'Like' or 'Dislike' button you can help us to ensure that our resources work for you. When the email template pops up please add additional comments if you wish and then just click 'Send'. Thank you.

OCR Resources: *the small print*

OCR's resources are provided to support the teaching of OCR specifications, but in no way constitute an endorsed teaching method that is required by the Board and the decision to use them lies with the individual tutor. Whilst every effort is made to ensure the accuracy of the content, OCR cannot be held responsible for any errors or omissions within these resources. We update our resources on a regular basis, so please check the OCR website to ensure you have the most up to date version.

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Planning and structuring effective meetings



Information about different types of meetings and how to plan and prepare for them.

Supports: Unit 2 - Principles of providing administrative services
 Cost: Free
 Format: Webpage

<http://www.skillsyouneed.com/ips/meetings.html>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Types of business travel

SECTION 1 Know the business travel environment

 **Icebreaker**

This unit focuses on the business travel environment, looking at how travel agencies provide services to business travellers. Working by yourself, or in small groups under the direction of your tutor, see how you get on with the following tasks to help you make a start on this unit:

- Make a list of all the 'products' that business travel agents sell;
- Think of some differences between a leisure travel agent and a business travel agent;
- Make a list of some of the global issues that are currently affecting business travel agents;
- Think of some specific needs that business travellers have when compared to people travelling on holiday;
- Write down how you think the role of the business travel agent will change in the future;
- What changes in technology have affected business travel agencies in recent years?
- Make a list of all the different components of the travel and tourism sector that business travel agencies work with.

When you've finished, show your answers to your tutor and compare your answers with what other groups in your class have written.

Types of business travel

Travel for business purposes can take many forms.

Typically, incentive travel comprises a luxury holiday or short break offered to an employee as a reward for meeting a specific work target or goal. It also refers to the industry that supplies, develops, markets and

This Level 3 BTEC National Diploma unit gives a comprehensive overview of different types of business travel. It is aimed at Level 3 learners so the detail could provide a stretch for Level 2 learners but the overview is useful.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Webpage

http://www.tandtpublishing.co.uk/v/vspfiles/downloadables/Sample_pages_Unit10.pdf

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

How to plan your business travel



Step-by-step guide with pictures explaining the importance of confirming instructions and keeping records.

Supports: Unit 2 - Principles of providing administrative services

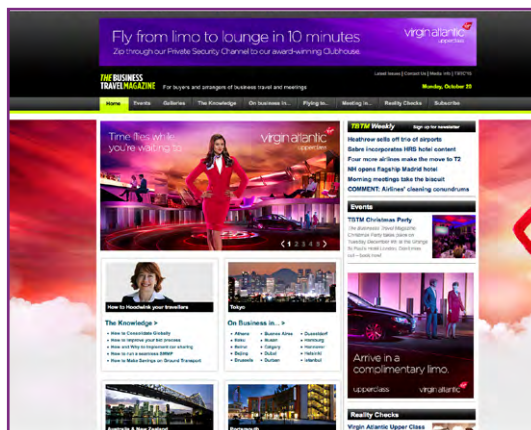
Cost: Free

Format: Webpage

<http://www.wikihow.com/Plan-Your-Business-Travel>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Business travel news



The online magazine for those who arrange business travel and meetings.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Web magazine

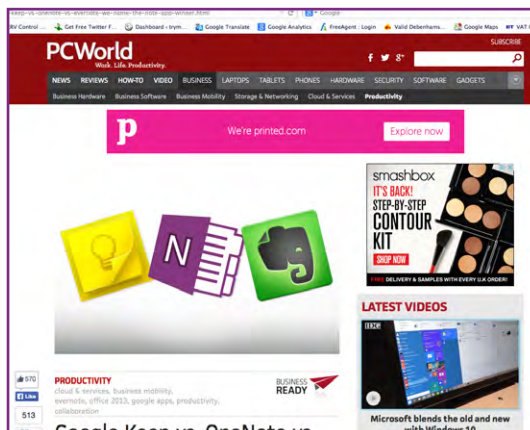
<http://www.thebusinesstravelmag.com/index.php/>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources

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Planning activities and resources



PC World review three different ways of organising activities using mobile phone apps Keep, OneNote and Evernote.

Supports: Unit 2 - Principles of providing administrative services

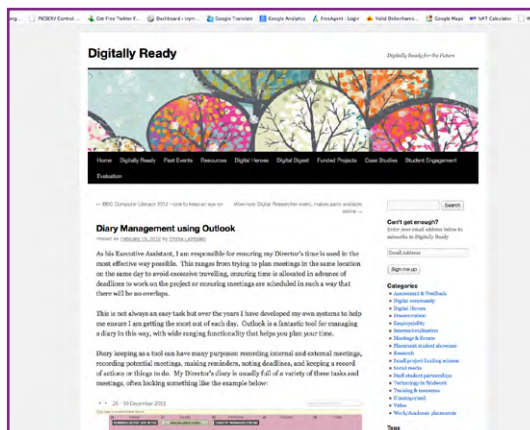
Cost: Free

Format: Webpage

<http://www.pcworld.com/article/2031818/google-keep-vs-onenote-vs-evernote-we-name-the-note-app-winner.html>

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Using outlook to manage diaries



This is a blog from an Executive Assistant within a university explaining how she uses outlook.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Online blog

<http://blogs.reading.ac.uk/digitallyready/2012/02/15/diary-management-using-outlook/>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Features of hard copy and electronic diary systems

<p>I'm often asked, "Should I use a paper or an electronic time management system?" The simple answer is yes and no, but not both. In other words, use one method or the other, but stick with it as people are "technological" or "electronic" people. I myself am a "paper" person. I know how to use the padges, software, and technology, but I always find myself coming back to a paper system.</p> <p>Some people have to use electronic calendaring software at their workplaces, to allow others to check their schedules and plan meetings. So go ahead and use your commitments there if you have them. Yes, you could use your PalmPilot and eliminate the double-entry, but some people hate the little syntax and the "padding" font. If trying to force yourself to use something you hate makes you not commit, then I can't see how your hands alone finding something using my paper system vs. an electronic one. But that's against them, I just don't prefer it for myself. There is no "right" or "wrong" as I stick with the planner.</p> <p>So find out which way works best for you and stick with it, no guilt, no excuses. Here is a brief summary of what I find to be the advantages and disadvantages of paper vs. electronic tools.</p> <p>Paper Organizer/Planner</p> <p>ADVANTAGES</p> <ol style="list-style-type: none"> 1. It can't "crash" or run out of batteries. 2. You can quickly flip to a month-at-a-glance calendar and view every day of your entire schedule. 3. Pretty, colorful planner pages and page layouts. 4. Most users find it more relaxing at meetings. 5. No double-entry of those notes back at the office. You take notes and index them right in your planner. 6. Can write and look up information more quickly than using a stylus with a PalmPilot. 7. Customizable. You can add features and items that meet your needs. 8. Usually inserts run about \$30; very inexpensive to maintain. <p>DISADVANTAGES</p> <ol style="list-style-type: none"> 1. You can lose it, and there is no backup. 2. Run out of notes in A-Z lists to write names, addresses, and phone numbers. 3. Must enter information when people meet. 4. Gets messy with frequent updates. 5. No security or password required. Others can flip open your planner and view your information. 6. Can be large and bulky. Smaller versions often don't have enough writing surface and calendar space. 7. Office overflowing with inserted papers and sticky notes if you're not organized. <p>Electronic Organizer/PDA/Palm Pilot</p> <p>ADVANTAGES</p> <ol style="list-style-type: none"> 1. Lightweight, small, and portable. 2. Infinite thousands of contact names and numbers. 3. Find a month regularly by find to the end and contact names. 4. You don't run out of notes to list today's "to-do" list. 5. You don't have to write to-do lists when you don't complete items; they roll forward automatically. 6. Always current when "synced" with desktop computer. 7. Perfect for frequent travelers. 8. Integrates with Outlook and popular contact management databases. 9. If necessary, can access email. <p>DISADVANTAGES</p> <ol style="list-style-type: none"> 1. No month-at-a-glance view. You must click on individual days on a monthly calendar to see appointments for that day. 2. Note taking is tedious and time-consuming with stylus keyboard, or you enter every a separate keyboard. 3. Double entry. Requires the use of a pad of paper to take notes, which must be typed into computer a second time back at home base. 4. Can't carry papers and notes in it for a meeting. If you carry a separate pad, it defeats the purpose. 5. Expensive software and hardware. 	
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A brief article by Laura M Stack MBA, the Productivity Pro, with a list of advantages and disadvantages for hard copy and electronic diary systems, including a reminder not to use both.

Supports: Unit 3 - Principles of business document production and information management

Cost: Free

Format: Webpage

<http://www.theproductivitypro.com/FeaturedArticles/article00027.htm>

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Use office equipment effectively



This website gives sample forms for keeping an inventory of office equipment and a maintenance checklist for PCs to prevent loss from theft and wear and tear. For basic use of office equipment see Resource Links for Level 1 Business Administration – Unit 6 Principles of business administration.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Webpage with links to other e-learning resources.

<http://www.smetoolkit.org/smetoolkit/en/category/958/Office-Equipment>

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Keeping waste to a minimum



This webpage explains the benefits of reducing, re-using and recycling in a business environment with a specific link to another page entitled 'Waste Reduction in the Office'. Other guides are listed in the Resources Links for Level 1 Business Administration, Unit 2 – Principles of working in a business environment.

Supports: Unit 2 - Principles of providing administrative services

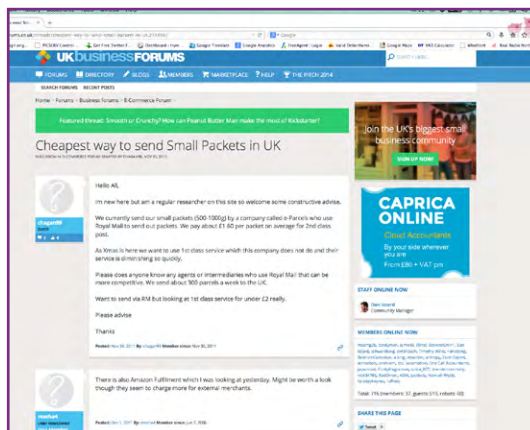
Cost: Free

Format: Webpage

http://www.lesswaste.org.uk/index/business_waste-2/business_waste_saving_and_benefits.htm

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Mail services



This is a UK business forum where you can follow a range of conversations about best business practice or login for free if you want to ask questions such as 'What is the cheapest way to send small packages in the UK?'. Also see range of resources listed in the Resource Links for Level 1 Business Administration, Unit 6 Principles of business administration.

Supports: Unit 2 - Principles of providing administrative services

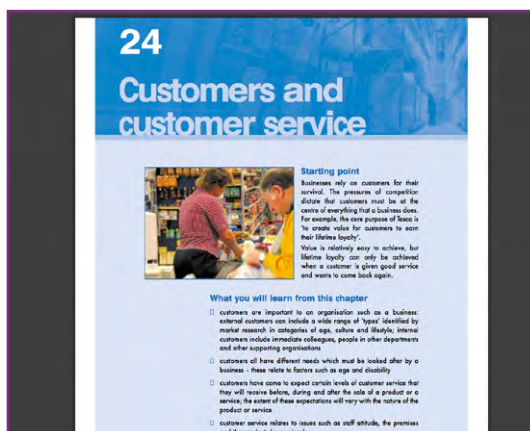
Cost: Free

Format: Web forum

<http://www.ukbusinessforums.co.uk/threads/cheapest-way-to-send-small-packets-in-uk.235856/>

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Customers and customer service



This chapter explains the different types of customer including internal and external and gives some good examples of each. It includes statistics that show 68% of customers leave due to poor customer service.

Supports: Unit 2 - Principles of providing administrative services

Cost: Free

Format: Webpage

http://www.osbornebooks.co.uk/files/as_app_bus_dbl_chapter_24.pdf

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Business documents and store/retrieve information



Although written for the 2010 standards, the information is still relevant, for example the chapter on Unit 212 Produce Business Documents and Unit 219 Store and Retrieve Information. The textbook has definitions of key words and activities to test knowledge and develop skills. This is one of several NVQ textbooks.

Supports: Unit 3 - Principles of business document production and information management

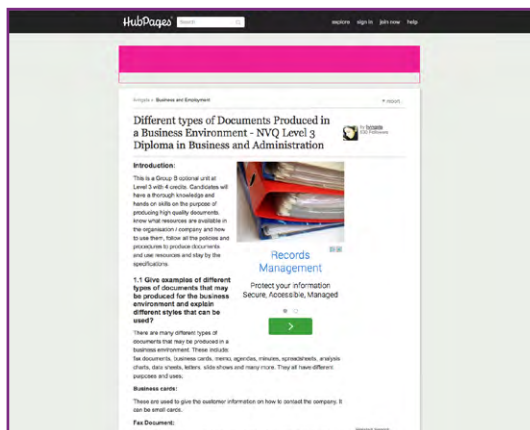
Cost: RRP £23.99

Format: Book ISBN-13: 978-1444123746

<http://www.amazon.co.uk/OCR-Business-Administration-NVQ-Level/dp/1444123742>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Business documents



A good example of a learner's personal statement for Business Admin Diploma Level 3. It provides comprehensive coverage of the knowledge required to prepare business documents. Please ensure that this is used as a genuine learning resource and that learners do not copy this material.

Supports: Unit 3 - Principles of business document production and information management

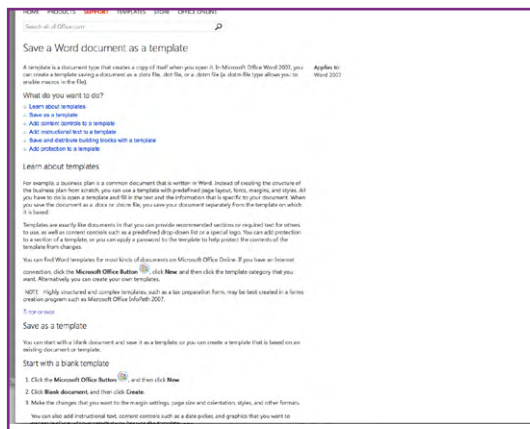
Cost: Free

Format: Webpage

<http://livingsta.hubpages.com/hub/Produce-Documents-in-a-Business-Environment-OCR-NVQ-Level-3-Diploma-in-Business-and-Administration>

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Use of Microsoft Word for document production



Microsoft tutorials are an excellent way to learn more about the software packages in everyday use. There are many tutorials on templates for business documents that will help learners develop their skills.

Supports: Unit 3 - Principles of business document production and information management

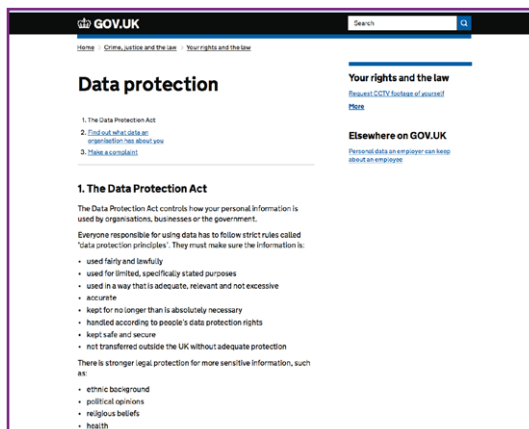
Cost: Free

Format: Webpage

<http://office.microsoft.com/en-gb/word-help/save-a-word-document-as-a-template-HA010030754.aspx>

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Data Protection



This site offers a very simple explanation of the Data Protection Act.
Also see: http://www.staffs.ac.uk/legal/privacy/10_rules/

Supports: Unit 3 - Principles of business document production and information management

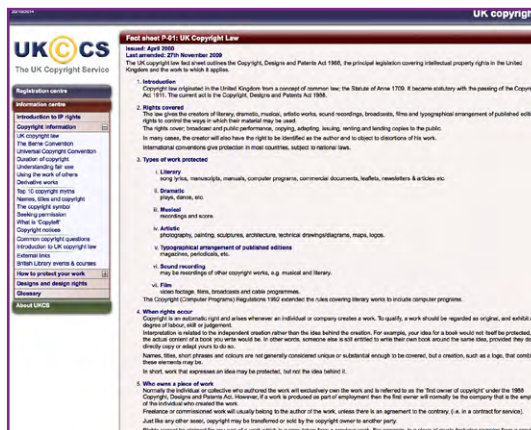
Cost: Free

Format: Webpage

<https://www.gov.uk/data-protection/the-data-protection-act>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Copyright law



The UKCCS provide a useful factsheet on UK copyright law.

Supports: Unit 3 - Principles of business document production and information management

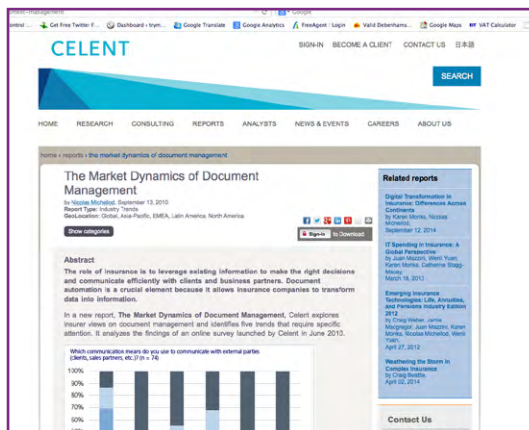
Cost: Free

Format: Webpage

http://www.copyrightservice.co.uk/copyright/p01_uk_copyright_law

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Distribution channels



This website focusses on marketing but has a very useful survey on the different channels used to distribute documents. This could be a useful activity for learners to understand distribution channels in their own organisations. Other diagrams are available via google images.

Supports: Unit 3 - Principles of business document production and information management

Cost: Free

Format: Webpage

<http://www.celent.com/reports/market-dynamics-document-management>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

The art of filing



This article describes the importance of effective information storage and retrieval with some advice on best practice. Learners can subscribe to a free newsletter from Mindtools.com. There are links to many other interesting articles on business and management.

Supports: Unit 3 - Principles of business document production and information management

Cost: Free

Format: Webpage

http://www.mindtools.com/pages/article/newHTE_85.htm

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How to organise files and folders on your computer



This article is written with a bit of humour and a few pictures, although it is quite lengthy.

Supports: Unit 3 - Principles of business document production and information management

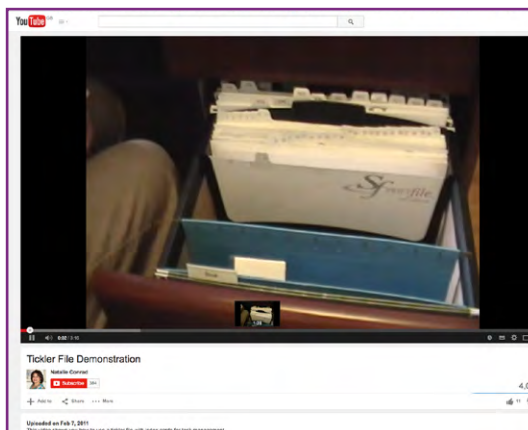
Cost: Free

Format: Webpage

<http://www.howtogeek.com/howto/15677/zen-and-the-art-of-file-and-folder-organization/>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Tickler file system



This 3-minute Youtube video clip demonstrates the use of a tickler filing system. May help to broaden learners' understanding of the range of filing systems beyond alpha-numerical.

Supports: Unit 3 - Principles of business document production and information management

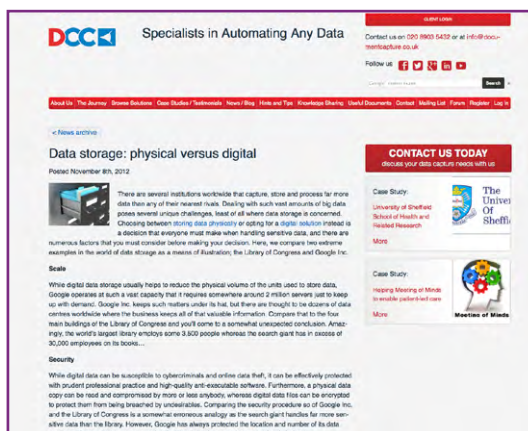
Cost: Free

Format: Youtube video clip

http://www.youtube.com/watch?v=e-HI_Xaduc

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Physical vs digital storage



This short article highlights some of the features of physical and digital information storage by comparing The Library of Congress and Google Inc. Other fun comparisons can be found at <http://visual.ly/physical-storage-vs-digital-storage> that compares storage of music, DVDs and photos. Some fascinating statistics.

Supports: Unit 3 - Principles of business document production and information management

Cost: Free

Format: Webpage

<http://www.documentcapture.co.uk/2012/11/data-storage-physical-versus-digital/>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

How cloud computing works



A simple explanation with diagram to help learners understand cloud computing – the future of information storage?

Supports: Unit 3 - Principles of business document production and information management

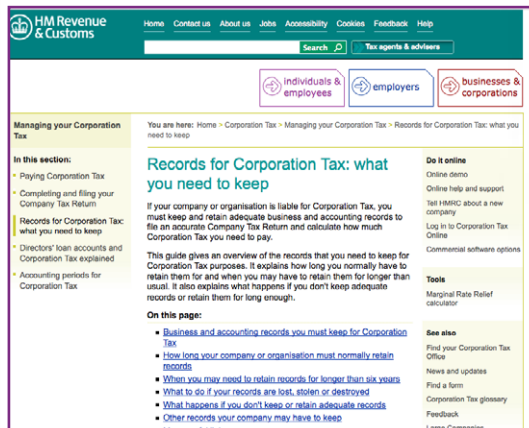
Cost: Free

Format: Webpage

<http://computer.howstuffworks.com/cloud-computing/cloud-storage.htm>

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Legal requirements for storing business information



The HM Revenue & Customs website explains what records must be kept for tax purposes. It has many useful links and downloadable PDF factsheets.

Supports: Unit 3 - Principles of business document production and information management

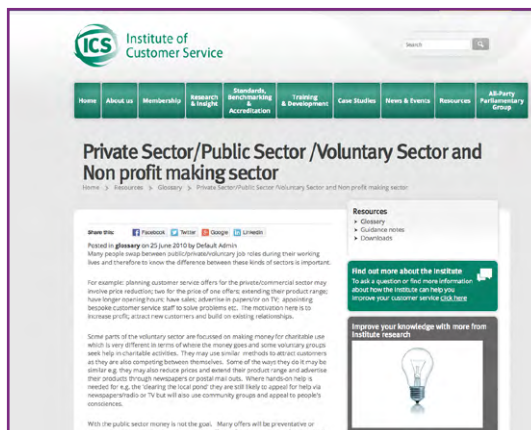
Cost: Free

Format: Webpage

<http://www.hmrc.gov.uk/ct/managing/record-keeping.htm>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Difference between public, private, voluntary and non-profit-making organisations



This site gives brief differences in relation to customers and profit between the different sectors.

Supports: Unit 4 – Understand employer organisations

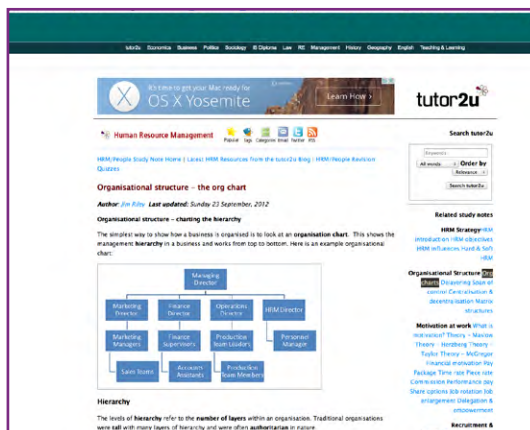
Cost: Free

Format: Webpage

<https://www.instituteofcustomerservice.com/1848-4144/Private-SectorPublic-Sector-Voluntary-Sector-and-Non-profit-making-sector.html>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Organisational charts



A simple introduction to organisational hierarchy and charts.

Supports: Unit 4 – Understand employer organisations

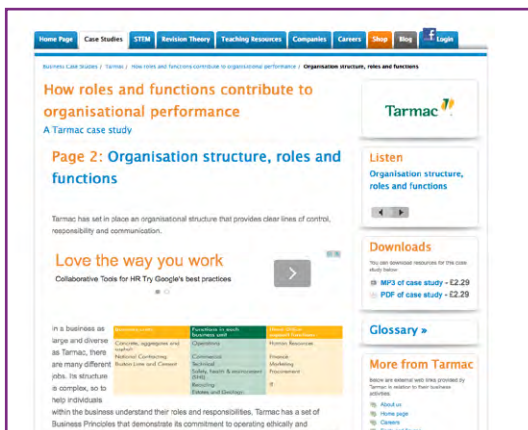
Cost: Free

Format: Webpage

http://www.tutor2u.net/business/people/org_chart.asp

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Functions and hierarchy within an organisation



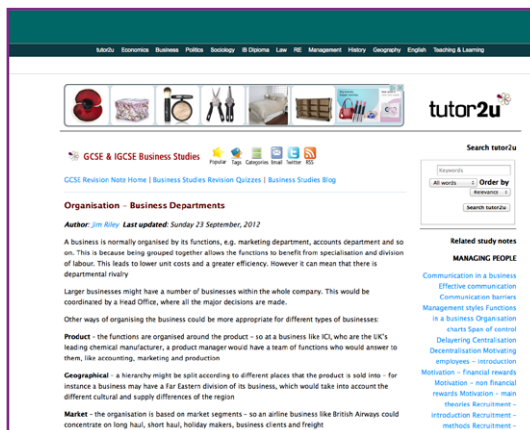
This Times 100 business case study for Tarmac shows the functions and hierarchy within the organisation. The article can be listened to on audio and downloaded in MP3/pdf formats. Learners can sign up for the e-newsletter. There are numerous case studies, business theory input and tutor resources on this website – a great source of good business practice from real companies.

Supports: Unit 4 – Understand employer organisations
 Cost: Free
 Format: Webpage with audio, MP3 and PDF downloads.

<http://businesscasestudies.co.uk/tarmac/how-roles-and-functions-contribute-to-organisational-performance/organisation-structure-roles-and-functions.html>

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Business organisation, departments, functions



This GCSE Business Studies webpage explores organisational structures that are based not just on functions (marketing, finance, HR etc, but around a product, geography or the market. It has quizzes to facilitate interactive learning.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Interactive webpage

http://www.tutor2u.net/business/gcse/organisation_business_departments.htm

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Types of business organisation



The GCSE Business Studies revision guide presents information in a colourful, visual way, summarising key points in user-friendly language. GCSE specifications may vary slightly between awarding organisations but will all cover the main business concepts. Amazon will often let you look inside before buying.

Supports: Unit 4 – Understand employer organisations

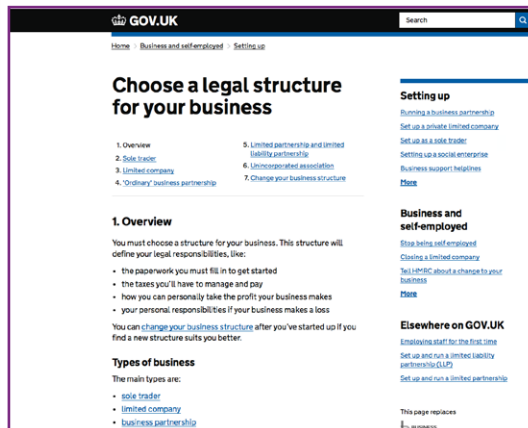
Cost: RRP £4.95

Format: Book ISBN-13: 978-1847623140

<http://www.amazon.co.uk/GCSE-Business-Studies-Revision-Guide/dp/184762314X>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Legal structures of organisations



The GOV.UK website replaces Directgov and Business Link websites and provides up-to-date, clear and simple information for businesses. It assumes you want to set up a business but nonetheless give a good overview of legal structures.

Supports: Unit 4 – Understand employer organisations

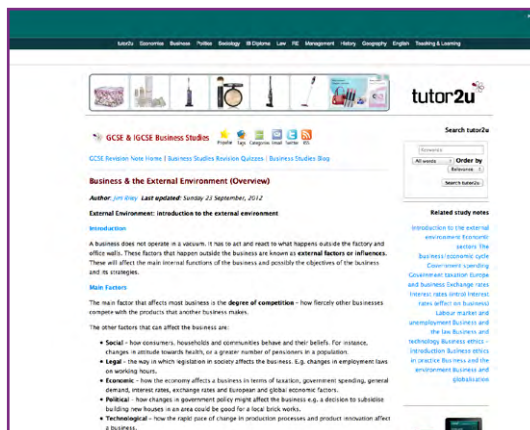
Cost: Free

Format: Webpage

<https://www.gov.uk/business-legal-structures>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Internal and external factors affecting the business environment



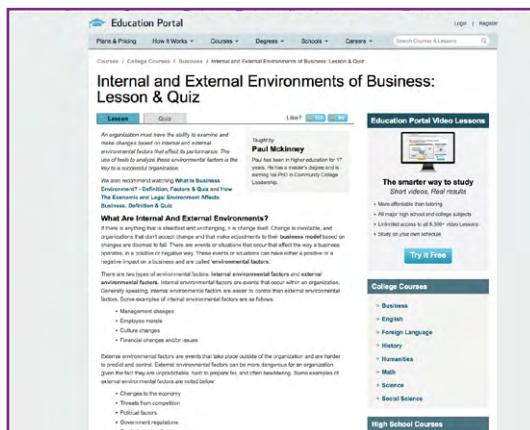
This GCSE Business Studies website gives a clear overview of the factors affecting the business environment. The site has links to a wide range of business studies resources including interactive games.

Supports: Unit 4 – Understand employer organisations
 Cost: Free with links to subscription-based resources
 Format: Webpage

http://www.tutor2u.net/business/gcse/external_environment_introduction.htm

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Internal, external influences and change



This US educational website supports college courses in business. This lesson focuses on factors influencing business, using a SWOT analysis and the importance of adapting to the changing environment. It is followed by video clips and quizzes. There are links to other topics.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Webpage with interactive video.

<http://education-portal.com/academy/lesson/internal-and-external-environments-of-business-lesson-quiz.html>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

SWOT analysis



This webpage explains SWOT, PEST analysis and Porter's Five Forces Model. It gives examples of completed SWOT analyses and a free downloadable template. It has links to other related topics. This website covers business theory and may provide a stretch for level 2 learners. However, it is accessible and written in plain English.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Webpage

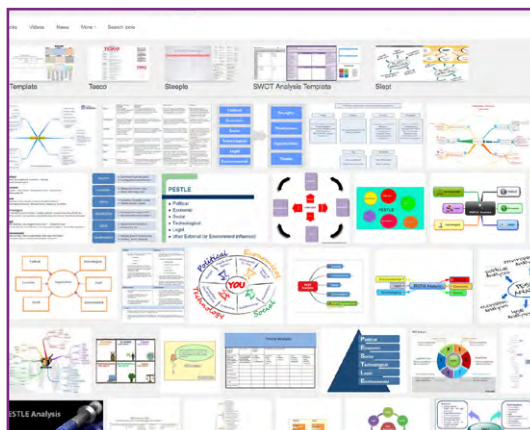
<http://www.businessballs.com/swotanalysisfreetemplate.htm>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources

listed here. Please contact us at

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Images of SWOT and PESTLE analyses



Useful images of completed SWOT and PESTLE analyses.

Supports: Unit 4 – Understand employer organisations

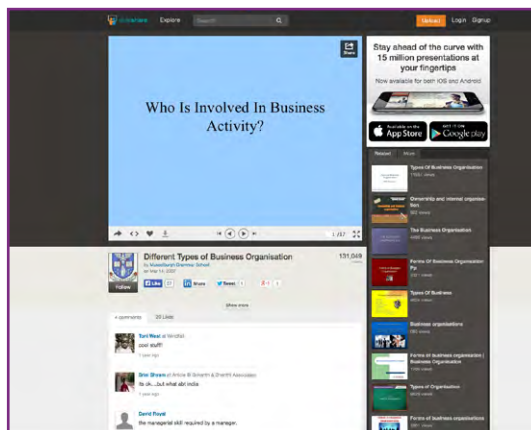
Cost: Free

Format: Google images webpage

https://www.google.co.uk/search?q=pestle+analysis&rlz=1C1CHFX_en-GBGB451GB451&espv=2&tbm=isch&tbo=u&biw=1366&bih=667&oq=&gs_l=

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Sectors: public, private and voluntary (third)



This resource is a short PowerPoint presentation explaining the difference between business sectors.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: PowerPoint Presentation

<http://www.slideshare.net/BusEd/different-types-of-business-organisation>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Legal structures for social enterprises at a glance



A rough guide to the legal structures most commonly associated with social enterprises. PDF and Word versions are available.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: Website

<http://www.socialfirmsuk.co.uk/resources/library/legal-structures-social-enterprises-glance>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Legal structures for voluntary and community groups



A guide to the various legal structures suitable for community groups.

Supports: Unit 4 – Understand employer organisations

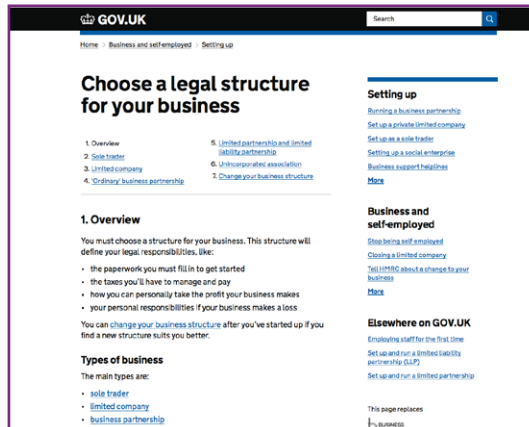
Cost: Free

Format: Website

<http://www.vawcvcs.org/online-advice/legal-structures>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Choosing a legal structure for a new business



This website gives an overview of the various legal structures that apply to different types of businesses.

Supports: Unit 4 – Understand employer organisations

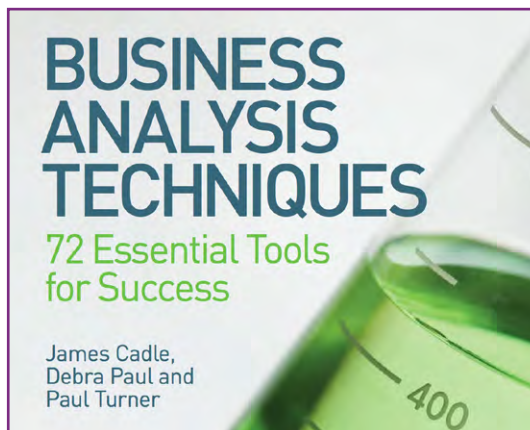
Cost: Free

Format: Website

<https://www.gov.uk/business-legal-structures/overview>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk

Business analysis techniques



A Chartered Institute of IT publication on 72 tools to use when analysing the business environment and its performance.

Supports: Unit 4 – Understand employer organisations

Cost: Free

Format: PDF

<http://bcs.org/upload/pdf/business-analysis-techniques.pdf>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at resourcesfeedback@ocr.org.uk



Business Administration

Level 2 Diploma

Resources Link

Resources Index

Click on a resource to go to the appropriate page.

Unit 2 - Principles of providing administrative services

- How do you run a great meeting?
9 simple steps to successful meeting management
- Types of business travel
- How to plan your business travel
- Business travel news
- Planning activities and resources
- Using outlook to manage diaries
- Features of hard copy and electronic diary systems
- Use office equipment effectively
- Keeping waste to a minimum
- Mail services
- Customers and customer service

Unit 3 - Principles of business document production and information management

- Business documents and store/retrieve information
- Business documents
- Use of Microsoft Word for document production
- Data Protection
- Copyright law
- Distribution channels
- The art of filing
- How to organise files and folders on your computer
- Tickler file system
- Physical vs digital storage
- How cloud computing works
- Legal requirements for storing business information



Business Administration

Level 2 Diploma

Resources Link

Unit 4 – Understand employer organisations

- Difference between public, private, voluntary and non-profit-making organisations
- Organisational charts
- Functions and hierarchy within an organisation
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- Types of business organisation
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- Images of SWOT and PESTLE analyses
- Sectors: public, private and voluntary (third)
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- Legal structures for voluntary and community groups
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Telephone: 02476 851509

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