

<b>Unit Title:</b>	<b>Supervise an office facility</b>
OCR unit number	325
Sector unit number	T/601/2546
Level:	3
Credit value:	5
Guided learning hours:	23

## Unit purpose and aim

This unit is about supervising an office facility to make sure that the systems and procedures, facilities and equipment needed for the smooth running of the office are in place, and reviewing use for possible changes and new needs. It is also about maintaining and supervising the use of facilities and equipment, following health, safety and security procedures, making arrangements for repairs as needed, and giving advice and guidance to users.

Learning Outcomes	Assessment Criteria	Exemplification
<p><b>The Learner will:</b></p> <p>1. Understand how to provide, maintain and supervise an office facility that meets the needs of its users</p>	<p><b>The Learner can:</b></p> <p>1.1 Explain the purpose and benefits of providing and maintaining an office facility that meets the needs of its users in line with agreed budgets</p> <p>1.2 Describe a range of facilities, equipment and resources for an office, and what they can be used for</p> <p>1.3 Explain the purpose and benefits of identifying and regularly reviewing the needs of office users and ways of doing so</p> <p>1.4 Explain the purpose of having office systems and procedures</p> <p>1.5 Describe systems and procedures for an office within own area of responsibility</p> <p>1.6 Explain the purpose and benefits of building relationships with suppliers and ways of doing so</p>	<p>Learning outcomes 1 to 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.</p>

	<p>1.7 Explain the purpose of giving users information, guidance and support for following office systems and procedures, and for using facilities and equipment</p> <p>1.8 Explain the purpose and benefits of monitoring office facilities and identify the types of activities to monitor</p>	
2. Understand how to deal with repairs and problems when supervising office facilities and equipment	<p>2.1 Explain how to identify repairs needed to the facilities and equipment of an office</p> <p>2.2 Describe procedures for dealing with repairs needed</p> <p>2.3 Explain the types of problems that arise with the use and supervision of office facilities and equipment, and how to deal with them</p>	
3. Understand the purpose of health, safety and security requirements in an office	<p>3.1 Explain why health, safety and security are important in an office environment</p> <p>3.2 Describe the main health, safety and security requirements that are important in an office environment</p> <p>3.3 Identify health, safety and security requirements for an office, including its facilities and equipment</p>	
4. Be able to supervise an office facility	<p>4.1 Identify, agree and provide facilities and equipment for an office to meet the needs of users, in line with agreed budgets</p> <p>4.2 Maintain facilities and equipment for an office to meet the needs of users</p> <p>4.3 Supervise and monitor use of facilities and equipment for an office</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to supervise an office facility.

	<p>4.4 Use and review the facilities, systems and procedures of an office, reporting changes in requirements, as needed</p> <p>4.5 Make sure the equipment in an office is working correctly</p> <p>4.6 Identify repairs needed to the facilities and equipment in an office and deal with or refer, as required</p> <p>4.7 Maintain relationships with suppliers and look for opportunities to develop relationships</p> <p>4.8 Make contributions to the review of an office environment in line with health, safety and security policy</p> <p>4.9 Deal with problems with facilities and equipment in an office, or refer as required</p> <p>4.10 Provide information and guidance to users on the facilities and equipment in an office</p> <p>4.11 Explain priorities for the supply, maintenance and use of office facilities and equipment to users, as required</p> <p>4.12 Monitor the use of office facilities</p>	
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## Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)

- looking at learner statements
- recognising prior learning

## Evidence requirements

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A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Minutes of team meetings
- Minutes of 1 to 1 meetings
- Annotated office procedures manuals
- Faults/problems logs
- Requisition forms
- Purchases orders
- Records of communications with suppliers, customers and staff
- Records of meetings with suppliers
- Reviews of office systems
- Equipment usage logs
- Office system reports
- Risk assessments carried out
- Health, safety and security reports
- Communications relating to problems with office facilities
- Records relating to staff induction/training in use of office facilities
- Office facilities guides produced for users
- Appraisals
- Personal development plan
- CPD records

## Guidance on assessment and evidence requirements

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Refer to section on Assessment and evidence requirements above.

## National Occupational Standards (NOS) mapping/signposting

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This unit is based on the NOS BAA121 Supervise an office facility.

## Functional skills signposting

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

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

## Resources

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Access to a working environment with associated equipment and resources

## Additional information

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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](http://www.ocr.org.uk) .