

<b>Unit Title:</b>	<b>Propose and design administrative services</b>
OCR unit number	415
Sector unit number	Y/601/2569
Level:	4
Credit value:	8
Guided learning hours:	36

## Unit purpose and aim

This unit is about researching and using the information gathered to propose and design administrative services for an organisation, that will meet the needs of all users, and which will meet legal and organisational requirements.

Learning Outcomes	Assessment Criteria	Exemplification
<p><b>The Learner will:</b></p> <p>1. Understand factors affecting the design of administrative services</p>	<p><b>The Learner can:</b></p> <p>1.1 Explain the purpose and benefits of reviewing administrative services and making appropriate improvements</p> <p>1.2 Describe organisational policies and procedures that may affect administrative services and their development</p> <p>1.3 Identify legal and regulatory requirements that affect the design of an organisation's administrative services</p> <p>1.4 Explain the purpose and benefits of producing designs which reflect realistic timescales and costs, and ways of doing so</p>	<p>Learning outcomes 1 to 4 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>2. Understand how to develop designs for administrative services</p>	<p>2.1 Identify the limits of own job role in relation to the development of administrative services for an organisation</p> <p>2.2 Explain how to develop systems and procedures</p>	

	<p>that make sure administrative services achieve required outcomes</p> <p>2.3 Explain the purpose of developing detailed specifications for administrative services</p> <p>2.4 Describe how to develop detailed specifications and budgets for administrative services</p> <p>2.5 Explain the purpose of keeping full and accurate records when developing specifications for administrative services</p> <p>2.6 Explain the purpose and benefits of developing a range of options for the design of administrative services</p> <p>2.7 Describe how to develop different design options</p>	
<p>3. Understand how to consult on designs for administrative services</p>	<p>3.1 Identify the users of administrative services in organisations</p> <p>3.2 Identify the decision makers for administrative services in organisations</p> <p>3.3 Describe ways of encouraging users to comment on the effectiveness of administrative services</p> <p>3.4 Describe how to use information to evaluate administrative services</p> <p>3.5 Explain how to identify possible improvements in administrative services and their benefits</p> <p>3.6 Identify who to contact in organisations for advice when developing specifications for, and designing administrative services</p> <p>3.7 Explain the purpose and benefits of consulting on design options</p>	

	<p>3.8 Identify who should be consulted within organisations on the design of administrative services</p> <p>3.9 Describe how to organise consultation on the design of administrative services</p>	
4. Understand how to support the agreement of designs for administrative services	<p>4.1 Identify the types of information and advice that people may need to make a decision on design options</p> <p>4.2 Explain the purpose of negotiating designs and specifications for administrative services</p> <p>4.3 Describe ways of negotiating designs and specifications with users and decision makers</p>	
5. Be able to propose administrative services	<p>5.1 Encourage users to comment on the effectiveness of administrative services</p> <p>5.2 Identify administrative services that could be developed and the benefits that could follow</p> <p>5.3 Suggest possible developments and take account of feedback given</p> <p>5.4 Work with users to agree requirements for administrative services and the systems and procedures needed to support them</p> <p>5.5 Develop specifications consistent with agreed requirements</p> <p>5.6 Agree specifications and budget</p> <p>5.7 Record agreed specifications in sufficient detail for the administrative services to be designed</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to propose and design administrative services.</p>
6. Be able to design administrative services from	6.1 Produce design options for administrative services	

specifications	<p>consistent with agreed specifications and budget</p> <p>6.2 Consult with users and decision makers when developing design options</p> <p>6.3 Make sure design options meet legal and organisational requirements</p> <p>6.4 Make sure design options support organisational policies and objectives</p>	
7. Be able to agree a design for administrative services	<p>7.1 Present design options in a form and style to help users and decision makers understand design options</p> <p>7.2 Assess the strengths and weaknesses of design options</p> <p>7.3 Provide the information and advice needed to enable agreement of a final design</p> <p>7.4 Record final design in sufficient detail for implementation</p>	

## Assessment

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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

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## Evidence requirements

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

- Organisational procedures relating to administrative services
- Review of administrative services
- Budgets
- Minutes of team meetings
- Minutes of 1 to 1 meetings
- User feedback questionnaires/surveys
- Survey reports
- Recommendations for development of administrative services, systems and procedures from self and others
- Draft specifications and associated procedures for administrative services and systems
- Agreed specifications and budget
- Service level agreements
- Draft design options
- Consultation documents
- Communications with users and management in relation to design options
- Presentations
- Detailed analysis of design options
- Evaluation of design options
- Detailed specifications/instructions to facilitate final design
- Meetings, communications relating to choice of final design
- Record of final design

## Guidance on assessment and evidence requirements

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Refer to sections on Assessment and Evidence requirements above.

## National Occupational Standards (NOS) mapping/signposting

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This unit is based on the NOS BAA119 Propose and design administrative services.

## 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	Science	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) .