



# Administration (Business Professional)

<b>Unit Title:</b>	<b>Teamwork in administration</b>
OCR unit number:	10
Level:	2
Credit value:	3
Guided learning hours:	30
Unit reference number:	D/505/7051

## Unit purpose and aim

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The aim of this unit is to enable learners to work effectively in teams to achieve set objectives.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<b>The Learner will:</b> 1 Know how administration teams operate within a business environment	<b>The Learner can:</b> 1.1 Identify attributes of successful teams  1.2 Describe the roles and responsibilities of different team members	<ul style="list-style-type: none"><li>• Effective team working, e.g.:<ul style="list-style-type: none"><li>– target setting and planning</li><li>– matching individual skills to tasks</li><li>– clarifying objectives</li><li>– identifying resources and timescales</li><li>– exchanging information</li><li>– co-operating with others</li><li>– allocating resources</li><li>– communication skills</li></ul></li><li>• Roles and responsibilities, e.g.:<ul style="list-style-type: none"><li>– team leader</li><li>– team member</li><li>– resource investigator</li></ul></li></ul>
2 Be able to plan the administrative tasks required when planning a team activity within a business environment	2.1 Produce a plan which includes the administrative tasks required to ensure the team activity is successful	<ul style="list-style-type: none"><li>• Agree working arrangements, e.g.:<ul style="list-style-type: none"><li>– action, resources required, timescales</li><li>– procedures if work falls behind deadlines</li><li>– limits of own role</li></ul></li></ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>3 Be able to work with others in team activities to ensure business objectives are achieved</p>	<p>3.1 Work with others to complete team activities and achieve agreed objectives</p>	<ul style="list-style-type: none"> <li>• Carry out tasks, e.g.: <ul style="list-style-type: none"> <li>– prioritising</li> <li>– following instructions</li> <li>– working safely</li> <li>– confidentiality and security issues</li> <li>– meeting deadlines</li> </ul> </li> <li>• Working with others, e.g.: <ul style="list-style-type: none"> <li>– report progress as required</li> <li>– identify information</li> <li>– ask for help</li> </ul> </li> <li>• Communication skills, e.g.: <ul style="list-style-type: none"> <li>– verbal and written</li> <li>– styles of address</li> <li>– appropriate tone and language</li> <li>– diplomacy and tact</li> <li>– negotiation skills</li> </ul> </li> <li>• Dealing with conflict, e.g.: <ul style="list-style-type: none"> <li>– collaboration</li> <li>– compromising</li> <li>– in-house guidelines</li> <li>– knowing when to discuss conflict with line manager</li> </ul> </li> </ul>
<p>4 Be able to reflect on own and team's performance during a team activity</p>	<p>4.1 Describe how they contributed to the specified team activity</p> <p>4.2 Review the overall performance of the team</p> <p>4.3 Identify ways of improving own performance in future activities</p>	<ul style="list-style-type: none"> <li>• Review, e.g.: <ul style="list-style-type: none"> <li>– own performance</li> <li>– contribution to the work of the team</li> <li>– nature of relationship with rest of team.</li> <li>– performance of other members of team</li> <li>– strengths and weaknesses of the team</li> <li>– were skills correctly matched</li> <li>– factors contributing to success/failure of the team</li> <li>– SWOT/SLOT</li> <li>– self assessment</li> <li>– getting feedback from others and working on this</li> <li>– offering to explore different roles during team working</li> </ul> </li> </ul>

## Assessment

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This unit is assessed by the centre and sent to OCR for moderation.

## Guidance on assessment and evidence requirements

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This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk) .

## Functional skills signposting

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The functional skills mapping for this unit is detailed in the centre handbook which can be found on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk) .

## 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) .