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Unit Title: **Use a diary system**

OCR unit number   208

Sector unit number   K/601/2477

Level: 2

Credit value: 3

Guided learning hours: 9

Unit purpose and aim

This unit is about using a diary system to organise and record work activities so that planned work can take place.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand a diary system	**The Learner can:** 1.1 Explain the purpose of using a diary system 1.2 Describe different types of diary systems 1.3 Describe the purpose of obtaining relevant information about requested diary entries and changes	Learning outcomes 1 and 2 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.
2. Understand how to use a diary system	2.1 Describe the types of information needed for diary entries 2.2 Explain how to prioritise requests 2.3 Explain the purpose of prioritising requests 2.4 Explain the purpose of trying to balance the needs of all those involved 2.5 Explain the purpose of communicating changes to those affected 2.6 Explain the purpose of keeping a diary system up to date 2.7 Describe the different types of problems that may occur	

	when new requests are made and solutions to these problems	
	2.8 Explain the purpose of following security and confidentiality procedures when using a diary system	
3. Be able to use a diary system	3.1 Obtain information needed to make diary entries	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to use a diary system.
	3.2 Make diary entries accurately and clearly	
	3.3 Prioritise changes to entries, as required	
	3.4 Record agreed changes in the diary	
	3.5 Identify and report the effects of any changes for existing entries	
	3.6 Solve problems by negotiating alternative arrangements, when necessary	
	3.7 Keep a diary up to date and store it securely	

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

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

- Notes made before making diary entries eg details of requests, changes

- Photocopies of manual diary entries

- Printouts of electronic diary pages

- Communications confirming diary entries

- Communications relating to proposed changes to diary entries

- Communications confirming changes to diary entries

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA431 Use a diary system.

Functional skills signposting

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	✓

Additional information

Access to a working environment with associated equipment and resources

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 .