

Unit Title:	Organise business travel or accommodation
OCR unit number	323
Sector unit number	H/601/2543
Level:	3
Credit value:	5
Guided learning hours:	20

Unit purpose and aim

This unit is about organising the delivery of travel or accommodation arrangements to meet the travellers brief within budget.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the range of information, requirements and procedures that may be needed for all types of business travel or accommodation arrangements	The Learner can: 1.1 Explain the purpose and benefits of agreeing the brief and budget of travel or accommodation arrangements with traveller(s) 1.2 Explain how to organise business travel or accommodation to meet expectations 1.3 The sources of information and facilities that are used to make travel or accommodation arrangements 1.4 Describe the main types of business travel or accommodation arrangements that can be made, including those requiring additional specialist documents and facilities 1.5 How to obtain best value for money when making travel or accommodation arrangements 1.6 Explain procedures for obtaining specific	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.

	<p>information, facilities or documents for</p> <ul style="list-style-type: none"> a) payment facilities and foreign currency, if required b) insurance and health precautions, if required c) visas, and passport requirements, if required d) security and emergencies, if required <p>1.7 How to keep records of travel or accommodation arrangements, including financial records</p> <p>1.8 The types of information that are confidential and how to store them in line with current legislation</p>	
2. Understand the types of problems that may occur with business travel or accommodation arrangements and how to deal with them	<p>2.1 Describe problems that may occur when making arrangements for business travel or accommodation</p> <p>2.2 Explain ways of resolving problems that may arise</p>	
3. Be able to organise different types of business travel or accommodation arrangements	<p>3.1 Agree the business travel or accommodation brief and budget with traveller(s)</p> <p>3.2 Check draft itinerary and schedule with a traveller(s)</p> <p>3.3 Research suitable business travel or accommodation options</p> <p>3.4 Make business travel arrangements or book accommodation, to brief and budget, obtaining best value for money</p> <p>3.5 Make necessary payments or arrange payment facilities</p> <p>3.6 Make additional arrangements for international travel and accommodation, if required</p> <p>3.7 Obtain confirmations and record all details of</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to organise business travel or accommodation.</p>

	<p>arrangements</p> <p>3.8 Collate all documents and other items</p> <p>3.9 Keep business travel items (if required) safe and secure until handed over</p> <p>3.10 Provide traveller(s) with itinerary and all required information and documents, in good time</p> <p>3.11 Confirm with traveller(s) that all items provided meet requirements</p> <p>3.12 Resolve problems that may arise</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

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

- Details of travel/accommodation and budget requirements
- Draft itineraries and schedules
- Search results for travel/accommodation
- Analysis of results
- Confirmation emails, memos, letters for travel/accommodation arrangements
- Purchase order records
- Copies of receipts/invoices
- Records of arrangements made for international travel and accommodation

- Confirmation records for international travel and accommodation
- Copies of travel itineraries and documents
- Correspondence with organiser/traveller

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 BAA322 Organise business travel or accommodation.

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	✓

Resources

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 .