

# Model Assignment

## Issued September 2011

OCR Administration (Business Professional)

### UNIT 19 (LEVEL 3) - SUPPORT BUSINESS MEETINGS

**Please note:**

This OCR model assignment may be used to provide evidence for the unit above. Alternatively, centres may wish to adapt this assignment or devise their own assignment for the purposes of assessment. It is the centre's responsibility to ensure that any adaptations made to this assignment allow learners to meet all the assessment criteria and provide them with sufficient opportunity to demonstrate achievement across the unit.

This unit has a credit value of 3 on the Qualifications and Credit Framework (QCF). The scheme codes for the OCR Administration (Business Professional) qualifications towards which successful completion of this unit assessment may contribute are:

OCR Scheme code	Qualification Title	Qualification Accreditation Number (QAN)
03956	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2
03958	OCR Level 3 Award in Administration (Business Professional)	500/6483/6
03959	OCR Level 3 Certificate in Administration (Business Professional)	500/6484/8
03963	OCR Level 3 Diploma in Administration (Business Professional)	500/6485/X
03966	OCR Level 4 Award in Administration (Business Professional)	500/6488/5
03967	OCR Level 4 Certificate in Administration (Business Professional)	500/6489/7
03968	OCR Level 4 Diploma in Administration (Business Professional)	500/6490/3

**The QCA Accreditation Number for this unit is: H/502/3855**

This OCR model assignment remains live for the life of these qualifications.

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**G360 11-09**

# Model Assignment: Tutor Information

OCR Administration (Business Professional)

## UNIT 19 (LEVEL 3) - SUPPORT BUSINESS MEETINGS

### Introduction to the Tasks

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The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world. This unit could be assessed in the workplace or learners could support a real meeting whilst on work placement. Alternatively centres may use the scenario as a basis for this assessment. If the scenario is used, the tasks will need to be run as role-play activities and the centre will need to allocate appropriate roles to their learners and/or identify other suitable participants.

Learners will provide support to Peter Holmes, the Finance Manager at Baylis & Phelps. The tutor should act as the Finance Manager throughout this assignment. A group of at least five participants will need to be gathered so that a realistic business meeting can take place. The other participants may be other learners but roles must be rotated to ensure that all learners have the opportunity to fully address the tasks and related Assessment Criteria.

Learners are provided with a copy of the quarterly agenda in Appendix A and this will form the basis of the information they use to complete the tasks.

The tasks have been designed so that all of the assessment criteria in Unit 19 are addressed.

**These guidance notes must be used in conjunction with the unit specification and Centre Handbook.**

### The Tasks

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#### Task 1: Support the running of the meeting

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**Assessment Criteria 1.1, 1.2, 1.3 and 1.4 are assessed in this task.**

A role play should be set up so that the learner can review the agenda and carry out the pre-meeting checks. Learners should liaise with you as Finance Manager to check that the agenda is complete and all items are correct. They should ensure that any previous documents are available (these are not included in the assignment; however as Finance Manager you may wish to provide the learner with realistic sample documents).

The learner will need to produce a list of attendees (this will be the other participants in the group that are taking part in the role play).

Once you have checked the agenda with the learner, they will then distribute a final copy of the agenda to the attendees (this will be the other participants in the group that are taking part in the role play). This could be via post or email.

A few days later the meeting should take place. You should play the role of Chair or ask another suitable adult, preferably unknown to the learner, to carry out this role.

A suitable room should be available for the meeting to take place and the environment provided must be as realistic as possible.

Evidence will be notes, a Witness Statement to confirm that the learner has liaised with the Chair, the final agenda, the attendance list and any supporting documents that have been produced by the learner.

## Task 2: Take minutes of the meeting

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**Assessment Criteria 1.2, 3.1, 3.2 and 3.3 are assessed in this task.**

In this task the learner will attend the meeting and take the minutes.

The learner must take comprehensive notes during the meeting. They should record any apologies for absence and note this on their attendance list. When taking their notes they will need to identify any action points and who is responsible for completing each action point.

During the meeting the learner should maintain an effective working relationship with the Chair and also with other members at the meeting.

Evidence will be the attendance list recording any apologies for absence, plus a copy of the draft notes from the meeting.

## Task 3: Prepare and circulate the minutes of the meeting

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**Assessment Criteria 2.1, 4.1, 4.2, 4.3 and 5.1 are assessed in this task.**

In this task, learners will produce draft minutes, ensure that these are agreed and finalised, then circulate these to all attendees at the meeting. This should be completed as soon after the meeting as possible, preferably later the same day or early the next day so that the information is fresh to the learner.

The draft minutes should be produced from the notes that the learner took during the meeting. Once the minutes have been drafted, learners must then check with you (as Chair) whether these are an accurate record and you should identify any changes that are required. The learner should undertake the changes and check that the minutes are now correct and ready for distribution.

The minutes must be an accurate record of the meeting. They must be succinct, indicating the action points and who is responsible for undertaking any actions and any related timescales. They should be produced using a format that is appropriate for formal minute taking.

Learners should keep copies of the draft and final copies of the minutes. Once the learner has obtained approval from you (as Chair), the minutes will be distributed to the circulation list.

Learners should store the minutes electronically according to house guidelines and/or file a paper copy of the minutes and all supporting documents in an appropriate minute book.

Learners must show an awareness of security and confidentiality when carrying out this task and this should be evidenced through a Witness Statement.

Other evidence will be the draft minutes, the final minutes and the circulation list.

## Scope of permitted Model Assignment modification

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The model assignment is self-contained in its present form. The set of tasks form a coherent whole addressing all the Assessment Criteria [AC].

**No changes to the Assessment Criteria are permitted.** However, the model assignment can be changed in terms of the introductory scenario, which can be contextualised or amended. The scenario must still be set within a business context and must have a clear business purpose/objective.

The following would remain broadly the same, providing a common structure for the range of model assignments produced:

- individual learners' evidence for practical activities
- controls for task taking
- links to other unit assignments, learning and work experience

**If modifications are made to the model assignment it is up to the centre to ensure that all assessment criteria are adequately covered.**

## Checklist of types of evidence

When completing this model assignment it may be possible to generate evidence for completing a task in a variety of formats. This list is not exhaustive and will depend on the approach taken to complete the task or model assignment. In some cases the task will require a specific format for the outcome and this will be clearly marked in the table with these items in bold.

Task activity	Examples of evidence – specifically required items in bold	Assessment Criteria coverage
<b>Task 1</b> Support the running of the meeting	<ul style="list-style-type: none"> <li>• <b>Notes</b></li> <li>• <b>Witness Statement</b></li> <li>• <b>Final agenda</b></li> <li>• <b>Attendance list</b></li> <li>• Supporting documents that have been produced</li> </ul>	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 1.2</li> <li>• 1.3</li> <li>• 1.4</li> </ul>
<b>Task 2</b> Take minutes of the meeting	<ul style="list-style-type: none"> <li>• <b>Draft notes from the meeting</b></li> <li>• <b>Copy of the attendance list recording any apologies for absence</b></li> </ul>	<ul style="list-style-type: none"> <li>• 1.2</li> <li>• 3.1</li> <li>• 3.2</li> <li>• 3.3</li> </ul>
<b>Task 3</b> Prepare and circulate the minutes of the meeting	<ul style="list-style-type: none"> <li>• <b>Draft minutes</b></li> <li>• <b>Witness Statement</b></li> <li>• <b>Final minutes</b></li> <li>• <b>Circulation list</b></li> </ul>	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 4.1</li> <li>• 4.2</li> <li>• 4.3</li> <li>• 5.1</li> </ul>

# Witness Statement – Task 1

This form is to be used to testify or corroborate what has actually been observed.

Witnesses are people who can comment on work/performance/activities and can be:

- A qualified tutor/assessor
- Someone who has competence in the subject and a knowledge of the evidence requirements of the qualification.

AC 1.1, 1.3 & 1.4	Task 1 – Support the running of the meeting
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

## ASSESSOR FEEDBACK

Assessment Criterion 1.1 Perform pre-meeting checks	
Assessor comments	
Assessment Criterion 1.3 Provide support to the Chair before, during and after meetings	
Assessor comments	

<b>Assessment Criterion 1.4</b> <b>Provide ongoing administrative support during and after meetings</b>	
<b>Assessor comments</b>	

<b>GENERAL COMMENTS</b>

**I confirm that the learner above has achieved each of the Assessment Criteria listed whilst performing the tasks above.**

**Signed (Witness):** \_\_\_\_\_

**Name and position** \_\_\_\_\_

**Date:** \_\_\_\_\_



# Witness Statement – Task 3

This form is to be used to testify or corroborate what has actually been observed.

Witnesses are people who can comment on work/performance/activities and can be:

- A qualified tutor/assessor
- Someone who has competence in the subject and a knowledge of the evidence requirements of the qualification.

AC 2.1, 4.2, 4.3 & 5.1	Task 3 – Prepare and circulate the minutes of the meeting
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

## ASSESSOR FEEDBACK

<b>Assessment Criterion 2.1</b>	
<b>Explain how confidential meeting documentation can be stored securely but remain accessible for future meetings</b>	
<b>Assessor comments</b>	
<b>Assessment Criterion 4.2 &amp; 4.3</b>	
<b>Agree draft minutes with Chair and produce final minutes as agreed with Chair</b>	
<b>Assessor comments</b>	

<b>Assessment Criterion 5.1</b> <b>Circulate minutes and other meeting documentation after meetings have taken place, in accordance with organisational procedures</b>	
<b>Assessor comments</b>	

<b>GENERAL COMMENTS</b>

**I confirm that the learner above has achieved each of the Assessment Criteria listed whilst performing the tasks above.**

**Signed (Witness):** \_\_\_\_\_

**Name and position** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Model Assignment: Learner Information

OCR Administration (Business Professional)

## UNIT 19 (LEVEL 3) - SUPPORT BUSINESS MEETINGS

Q *Do I have to pass this assignment?*

A Yes. You must pass this assignment to achieve the unit.

Q *What help will I get?*

A Your tutor will help you when completing the OCR model assignment and will make sure that you know what resources/facilities you need and are allowed to use.

Q *What if I don't understand something?*

A It is your responsibility to read the assignment carefully and make sure you understand what you need to do and what you should hand in. If you are not sure, check with your tutor.

Q *Can I use other people's work?*

A No. The work that you produce must be your own and you may be asked to sign a declaration confirming this. You should never copy the work of other learners or allow other learners to copy your work. Any information that you use from other sources, e.g. books, newspapers, professional journals or the Internet must be clearly identified and not presented as your own work.

Q *Can I work in a group?*

A Yes. However, if you work in a group at any stage you must still produce work that shows your individual contribution.

Q *How should I present my work?*

A You can present your work in a variety of ways, e.g. hand-written, word-processed, on video. However, what you choose should be appropriate to the task(s) and agreed with your tutor. For some work, e.g. presentations, role-play, work experience, you will need to provide proof that you completed the task(s). A witness statement or observation sheet will usually be used for this. If you are unsure, check with your tutor.

Q *When I have finished, what do I need to hand in?*

A You need to hand in the work that you have completed for each task. Do not include any draft work or handouts unless these are asked for. When you hand in your work make sure that it has your name and the unit title clearly marked and that it is in the correct order for assessment.

Q *How will my work be assessed?*

A Your work will be marked by an assessor in your centre. The assessor will mark the work using the assessment objectives in the qualification specification. The work will then be sent to an OCR Moderator to ensure that assessors from all centres are marking correctly. You have not passed this unit until this is confirmed by OCR.

Q *Will my work be returned?*

A Submitted work will not be returned so please ensure you keep copies of everything you produce.

# Scenario

## Support Business Meetings

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You are a recently promoted administrative officer working for Peter Holmes, the Finance Manager at Baylis & Phelps. Baylis & Phelps provides management consultancy services to local businesses and recommends improvements to business practices. At the end of each quarter, Peter chairs the finance team meeting, at which he has to agree any changes to the budget. He informs the team of progress towards meeting the budget, and whether any changes are required.

Peter has asked you to provide administrative support prior to the meeting, attend, take the minutes of the meeting, then prepare and circulate the approved minutes following the meeting. The venue has already been booked by your predecessor and a copy of the draft agenda is included as Appendix A.

# Tasks

## Introduction

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Peter has asked you to provide administrative support at the next meeting of the finance team, which he will chair. He has provided you with a copy of the agenda of the next meeting which shows the venue and time of the meeting.

## Task 1: Support the running of the meeting

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### Assessment Criteria 1.1, 1.2, 1.3 and 1.4

#### Your task is to:

- review the agenda and carry out pre-meeting checks
- check the agenda with the Chair to ensure all items are correct
- prepare the room for the meeting and any required resources
- ensure that previous documents relating to the committee are available eg standing items, conventions, membership etc
- produce a list of attendees
- prepare and distribute a copy of the final agenda.

#### Your evidence will be:

- your notes
- a Witness Statement
- the final agenda
- a list of attendees
- any supporting documents that you have produced.

## Task 2: Take minutes of the meeting

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### Assessment Criteria 1.2, 3.1, 3.2 and 3.3

In this task you will attend the meeting and take notes.

#### Your task is to:

- record attendees and apologies for absence
- take notes
- identify action points, who is responsible for each and any related timescales.

Your evidence will be:

- a copy of the attendance list recording attendees and any apologies for absence
- your draft notes from the meeting.

## Task 3: Prepare and circulate the minutes of the meeting

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In this task you will prepare and circulate the minutes of the meeting.

### Assessment Criteria 2.1, 4.1, 4.2, 4.3 and 5.1

#### Your task is to:

- produce draft minutes from your notes
- check the accuracy of the minutes with the meeting Chair and obtain approval for circulation
- prepare final minutes
- reproduce and distribute the minutes with any supporting documents
- store the minutes electronically and/or in hard copy showing an awareness of security and confidentiality.

Your evidence will be:

- the draft minutes
- a Witness Statement
- the final minutes
- the circulation list.



**APPENDIX A**

**BAYLIS & PHELPS**

**AGENDA**

**QUARTERLY FINANCE TEAM MEETING**

**The next quarterly finance team meeting will be held on the second Tuesday of next month (please insert date) in the Rokaby Room at 2.15 pm.**

**Administrator**

**(ext 235)**

- 1 Welcome
- 2 Apologies for absence
- 3 Minutes of previous meeting
- 4 Matters arising
- 5 Team away day
- 6 Changes to office layout
- 7 Staffing issues
- 8 Any other business

# Learner Evidence Checklist

OCR Administration (Business Professional)

## UNIT 19 (LEVEL 3) - SUPPORT BUSINESS MEETINGS

LEARNER NAME: \_\_\_\_\_

CENTRE NUMBER: \_\_\_\_\_

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> notes	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> the final agenda	
<input type="checkbox"/> list of attendees	
<input type="checkbox"/> any supporting documents that you produced	
<input type="checkbox"/> other (please give details) _____	

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> draft notes from the meeting	
<input type="checkbox"/> copy of the attendance list recording any apologies for absence	
<input type="checkbox"/> other (please give details) _____	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> draft minutes	
<input type="checkbox"/> final minutes	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> circulation list	
<input type="checkbox"/> other (please give details) _____	

**I confirm that the items listed above are attached. These have been assessed and provide sufficient evidence to demonstrate that the learner has achieved all of the assessment criteria for this unit.**

**Signed:**

\_\_\_\_\_

**Name and position**

\_\_\_\_\_

**Date:**

\_\_\_\_\_