



# Administration (Business Professional)

<b>Unit Title:</b>	<b>Handling diary systems</b>
OCR unit number:	14
Level:	2
Credit value:	3
Guided learning hours:	30
Unit reference number:	Y/505/7114

## Unit purpose and aim

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This unit aims to equip the candidate with the ability to select, set up and effectively run a diary system.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<b>The Learner will:</b> 1 Know the different types of diary systems	<b>The Learner can:</b> 1.1 Identify advantages and disadvantages of different diary systems  1.2 Compare different diary systems including: <ul style="list-style-type: none"><li>• confidentiality issues</li><li>• accessibility factors</li></ul>	<ul style="list-style-type: none"><li>• Different diary systems e.g. electronic, paper-based</li><li>• The advantages and disadvantages of different diary systems e.g. ease or otherwise of sending updates to all users, remote access, multiple users</li><li>• Ability to treat confidential diary entries accordingly and methods of doing so</li></ul>
2 Understand how to set up new diary entries	2.1 Make new diary entries for meetings ensuring that each entry includes: <ul style="list-style-type: none"><li>• purpose/name of meeting</li><li>• time/date</li><li>• location</li><li>• attendees</li></ul> 2.2 Liaise with attendees when making diary entries including confirming final details	<ul style="list-style-type: none"><li>• Communicate with manager/colleague to ascertain the details of the meeting/event</li><li>• Check attendee availability</li><li>• Record responses and enter diary entries clearly</li><li>• Send clear confirmation of location, times etc. to relevant people within a suitable timescale ahead of the meeting</li></ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3 Understand how to handle changes to diary entries	3.1 Check diary entries complying with organisational procedures including identifying: <ul style="list-style-type: none"> <li>• current commitments</li> <li>• the purpose</li> <li>• the time/date</li> <li>• the location</li> <li>• attendees</li> </ul> 3.2 Record agreed changes in the diary including deleting previous entries 3.3 Communicate final diary details to those affected	<ul style="list-style-type: none"> <li>• Coordinate a suitable date for a meeting/event</li> <li>• Check availability of requested participants</li> <li>• Respond to request within reasonable timescale</li> <li>• Check/consult diary holder</li> <li>• Respect confidentiality and security</li>   <li>• Be able to update current diary details and delete entries where necessary</li>   <li>• Ensure that all relevant parties are informed of updates accurately as soon as possible</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).