

Model Assignment

Issued September 2009

OCR Administration (Business Professional)

UNIT 5 (LEVEL 1) - HANDLING MAIL

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 2 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)
03952	OCR Level 1 Award in Administration (Business Professional)	500/6124/0
03953	OCR Level 1 Certificate in Administration (Business Professional)	500/6122/7
03954	OCR Level 1 Diploma in Administration (Business Professional)	500/6123/9
03956	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2

The QCA Accreditation Number for this unit is: A/502/4008

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

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G346 09-09

Model Assignment: Tutor Information

OCR Administration (Business Professional)

UNIT 5 (LEVEL 1) - HANDLING MAIL

Introduction to the Tasks

The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world.

The assignment is a combination of written and practical tasks. The practical work should be undertaken in a realistic environment which provides the opportunity for learners to use appropriate equipment and stationery to process mail received and sent by a college or training establishment.

The tasks have been designed so that all of the assessment criteria in Unit 5 are addressed.

A scenario has been provided, but Tutors should refer to 'Scope of permitted Model Assignment modification' overleaf, if they wish learners to undertake the tasks in a local setting.

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

The Tasks

Task 1: The importance of handling mail safely, efficiently and securely

Assessment Criteria 1.1, 1.2, 1.3 and 2.2 are assessed in this task.

Learners will need to understand how efficient distribution of mail benefits a business and be able to state why inaccuracies or delays can have a negative impact in business. They also need to be able to state how to deal with suspicious and damaged items of mail.

In order to prove their knowledge for assessment criteria 1.1, 1.2, 1.3 and 2.2 learners should complete an information sheet demonstrating knowledge and understanding of all the relevant issues.

Task 2: Dealing with incoming mail

Assessment Criteria 2.1 and 2.3 are assessed in this task.

Learners should process a minimum of 15 incoming letters and parcels, using relevant equipment and stationery to open, secure and record a selection of items. The incoming mail should be addressed to a minimum of 4 departments or recipients and the learner is required to open and sort the mail following safe practices at all times. The mail should be distributed accurately within a deadline set by the tutor.

To prove their skills in assessment criteria in 2.1 and 2.3, learners should be observed carrying out the tasks.

Please note: assessors will need to complete a Witness Statement for Tasks 2 and 3. As it is likely that centres may assess candidates on both tasks in a short period of time, assessors **do not** need to complete a separate Witness Statement for each task. (Although assessors may complete a separate Witness Statement for each task, if this fits better with how and when the tasks are performed and assessed.)

However, a Witness Statement **must** be completed for each learner, both tasks must be fully completed and assessors must state clearly on each form which tasks and Assessment Criteria are being evidenced. Assessors will need to complete a Witness Statement for each learner.

The assessor should record the equipment the learner uses to process mail in both tasks. The assessor should also comment on the learner's observance of safe working practices in both tasks.

Task 3: Dealing with outgoing mail

Assessment Criteria 3.1 and 3.2 are assessed in this task.

Learners will need to collect and sort a minimum of 10 items of outgoing mail by a given deadline set by the tutor. Using a selection of relevant equipment, mail should be prepared for posting on time, by first/second class mail and/or the organisation's preferred carrier. Learners should follow organisational procedures outlined by the tutor and adopt safe working practices at all times.

To evidence 3.1 and 3.2, learners should be observed carrying out the tasks and the assessor should complete a Witness Statement (please see note above under Task 2).

Scope of permitted Model Assignment modification

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. However, 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
Task 1 The importance of handling mail safely, efficiently and securely.	<ul style="list-style-type: none"> • Information sheet. 	Assessment Criteria <ul style="list-style-type: none"> • 1.1, 1.2, 1.3, 2.2
Task 2 Process and distribute a minimum of 15 incoming letters and parcels.	<ul style="list-style-type: none"> • Completed witness statement 	Assessment Criteria <ul style="list-style-type: none"> • 2.1, 2.3
Task 3 Collect, sort and dispatch a minimum of 10 items of outgoing mail, accurately and on time.	<ul style="list-style-type: none"> • Completed witness statement • Copies of documents such as post office receipts where applicable. 	Assessment Criteria <ul style="list-style-type: none"> • 3.1, 3.2

Witness Statement – Tasks 2 & 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, 2.3, 3.1 & 3.2	<input type="checkbox"/> Task 2 – Dealing with incoming mail <input type="checkbox"/> Task 3 – Dealing with outgoing mail
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

<u>Assessment Criterion 2.1</u> Sort incoming mail appropriately	
Assessor comments	
<u>Assessment Criterion 2.3</u> Distribute incoming mail accurately and to a given deadline	
Assessor comments	

<u>Assessment Criterion 3.1</u> Collect and sort outgoing mail accurately and on time	
Assessor comments	
<u>Assessment Criterion 3.2</u> Dispatch outgoing mail on time	
Assessor comments	

GENERAL COMMENTS
<p>Please ensure that you comment on the learner’s observance of safe working practices and note the type of equipment used to process mail in both tasks.</p>

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 5 (LEVEL 1) - HANDLING MAIL

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

North Buxstead College

You work as a junior administrator in the General Office of North Buxstead College. Your line manager is the Administration Manager, Felicity Collins. It is part of your job to help with the incoming and outgoing mail. Incoming mail is sorted into the following categories:

Principal

Student Services

Human Resources

Finance and Administration

Catering and Hospitality Department

Engineering and Construction Department

Business Studies Department

Technology Department

Tasks

Introduction

You will assist Felicity Collins by opening and sorting a quantity of incoming mail using relevant procedures and equipment. You also need to demonstrate that you can prepare and dispatch outgoing mail accurately, within a given time scale.

Task 1: The importance of handling mail safely, efficiently and securely

Assessment Criteria 1.1, 1.2, 1.3 and 2.2

From time to time students in the college undertake work experience in the General Office. Felicity has asked you to prepare an information sheet on the importance to a business of handling mail safely, efficiently and securely – this will be given to the students to prepare them for mailroom activities.

Your task is to:

- produce an information sheet, in which you must:
 - ✓ list the benefits to any organisation of efficient distribution of mail
 - ✓ state why mistakes or delays in dealing with mail can have a negative impact on the organisation
 - ✓ identify ways in which confidential information contained in both incoming and outgoing mail can be protected
 - ✓ state how to deal with a suspicious item of mail
 - ✓ state how to deal with a damaged item of mail.

Your evidence will be the information sheet.

Task 2: Dealing with incoming mail

Assessment Criteria 2.1 and 2.3

You must show your line manager that you can sort incoming mail appropriately and distribute it accurately within a given deadline. In order to achieve this you will be provided with a minimum of 15 letters and parcels.

Your task is to:

- take each of the items of post and remove the contents, securing them where appropriate and recording the date of receipt
- sort and distribute all mail accurately and within the deadline given to you
- follow safe working practices at all times.

Your evidence will be a completed Witness Statement.

Task 3: Dealing with outgoing mail

Assessment Criteria 3.1 and 3.2

You must show your line manager that you can sort outgoing mail accurately ready for dispatch. In order to achieve this you will be provided with a minimum of 10 letters and parcels.

Your task is to:

- collect each item of post from its location by a given time
- sort the mail by deciding what you need to do to it and which service it requires
- process the mail and allocate it appropriately to trays, bags or post boxes
- follow safe working practices at all times.

Your evidence will be a completed Witness Statement.

Learner Evidence Checklist

OCR Administration (Business Professional)

UNIT 5 (LEVEL 1) - HANDLING MAIL

LEARNER NAME: _____

CENTRE NUMBER: _____

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Information sheet	

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Completed Witness Statement	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Completed Witness Statement	

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: _____