

# Candidate Style Answers

## OCR Administration (Business Professional)

### Unit 1 (Level 1) – Working in Business and Administration

#### Task 11 – Confidentiality of information

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification.

OCR has produced these candidate style answers to support tutors in interpreting the assessment criteria and the model assignment for Unit 1, Task 11 – Confidentiality of information.

This content has been produced to illustrate how task 11 might be answered and to provide some commentary on what factors contribute to a candidate achieving a pass or fail.

The candidate style answers are available to demonstrate what “good” and “poor” evidence might include, supported by examiner-moderator commentary and conclusions.

Please note that this resource is provided for advice and guidance only and should not be replicated by candidates to submit as evidence.

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#### Task 11: Confidentiality of information

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In this task, learners need to understand the reasons why it is important to keep some information confidential and to give examples of information that should be kept confidential.

To evidence this task, learners could produce a table in which they should include reasons why it is important to keep some information confidential and give examples of information that should be kept confidential.

#### **Task 11 covers assessment criteria:**

**5.1 - State the reasons why it is important to keep some information confidential**

**5.2 - Give examples of information that should be kept confidential**

## Good Example

### Moderator's Comments

In the table below the reasons stated are categorical and refer to Acts that relate to confidential information. The text provides **good** evidence of the learner's depth of knowledge and understanding. The short opening paragraph produced by the candidate on the data protection act is another good way of showing that the learner understands confidentiality of information.

The candidate has clearly shown their understanding and provided some relevant examples. The evidence **meets** the assessment criteria and the grade would be upheld by the moderator.

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#### Confidentiality of Information

It is important that we keep all our information confidential. The Data Protection Act 1988 is a law which we must follow when handling personal information about individuals. The DPA states that we must keep our data up to date and cannot use it for any reason other than what it was supplied for:

Types of Information	Reasons
Customer Details	<p>It is against the law for us to provide other companies with personal details of our customers without asking them. Our customers also have a right to see information that is held by us in relation to them. The Data Protection Act 1988 states that "all personal data must be kept up to date and not kept any longer than necessary", which means that when we no longer need it we must destroy.</p> <p>All customer details are confidential and must not be discussed.</p>
Letters, Reports and Documents	<p>A lot of documents that you will type will be confidential. It may be about another member of staff e.g. disciplinary letter.</p> <p>If you did not keep this confidential you could cause people to gossip.</p>
Banking Details	<p>We have records of banking details for employees and customers. The records should only be seen by relevant staff and should be password protected. We must keep this confidential to protect against fraud and identity theft.</p>
Trade Union Membership	<p>As part of the Human Rights Act 1998, Adamson employees must be allowed to join a trade union. Discussions and negotiations must remain confidential as passing on information would break the law, especially if this was confidential medical information.</p>
New Products	<p>Details of any of our new products and designs should be kept confidential. If competitors received this information they could copy and market the ideas resulting in us losing business.</p>

## Poor Example

### Moderator's Comments

The table below shows information that should be kept confidential with very brief reasons as to why. The following reasons alone - "cause serious problems" or "must not give out this information" **do not** provide sufficient detail as to why the type of information should be kept confidential. The information about the Data Protection Act shown overleaf is copied from a website and although this is sourced, the candidate has not demonstrated any real understanding.

This evidence **does not** meet the assessment criteria and the grade would **not** be upheld by the moderator.

### Types of information that organisations need to keep confidential are:

Types of information	Reasons
Customer Details	You should never give out the names and addresses of your customers as this could cause serious problems.
Banking Details	Giving out this information could cause serious consequences.
Trade Union Membership	You must not give out any information relating to trade union membership.
New Products	These details should be kept confidential because if they got into competitors hands it could seriously damage the business.

### **What is the Data Protection Act?**

The Data Protection Act is a piece of legislation that is designed to safeguard not only you the consumer but also those companies who hold information about you for use in their business practices. Originally brought into existence in 1988 the act covers the following:

- Information held on computer systems or other electronic storage devices
- Information held in hard copy form (folders, computer print outs etc)

In 2000 the Freedom of Information Act was modified to encompass elements of the Data Protection Act 1988 regarding the storage of personal information for use in the public sector such as hospitals, schools, doctor's surgeries etc.

### **As an Individual How Does the Data Protection Act Benefit Me?**

The Data Protection Act 1988 gives the consumer the legal right to establish how a company, companies or public sector organisation is storing and using their information. This is helpful especially if there are instances where perhaps possible identity fraud has been uncovered. As an individual you are legal entitled to know the following:

- How your information is stored
- How your information is used
- Who has access to your personal details?
- You may choose to revoke permission for your information to be shared among third parties
- You may reasonably seek compensation if your personal information has been used for purposes other than it was intended

<http://www.yourprivacy.co.uk/data-protection-act-how-works.html>