

## Administration (Business Professional)

<b>Unit Title:</b>	<b>Organise business travel and accommodation</b>
OCR unit number:	12
Level:	2
Credit value:	4
Guided learning hours:	40
Unit reference number:	K/505/7053

### Unit purpose and aim

This unit aims to equip the learner to administer business travel and accommodation arrangements for another person or persons. The learner will be able to interpret requirements, research options and make and confirm bookings, culminating in the production of a workable itinerary supported by relevant documentation. These tasks should be undertaken in accordance with organisational procedures and with due regard to confidentiality, security and relevant legislation.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<b>The Learner will:</b> 1 Be able to make business travel arrangements	<b>The Learner can:</b> 1.1 Identify business travel requirements following organisational procedures including: <ul style="list-style-type: none"><li>making a checklist</li><li>accommodation requirements</li><li>considering budgets</li></ul> 1.2 Prepare a preliminary itinerary for business travel  1.3 Make business travel bookings following organisational procedures	<ul style="list-style-type: none"><li>Communicate with the traveller to ascertain requirements, including budget</li><li>Prepare a checklist to record details accurately</li><li>Research appropriate routes, modes of transport and accommodation if information not supplied by traveller</li><li>Set out options including times and prices as a preliminary itinerary</li><li>Liaise with traveller to agree itinerary</li><li>Business travel e.g. flights, accommodation, car hire, train bookings</li><li>Select appropriate forms of communication to make bookings</li><li>Check details and confirm in writing where appropriate</li><li>Select and agree suitable methods of payment</li><li>Make arrangements to obtain currency where appropriate</li><li>Respective confidentiality and security</li></ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
2 Be able to produce business travel documentation	2.1 Produce business travel documentation including: <ul style="list-style-type: none"> <li>• confirmed itinerary</li> <li>• supporting travel documents</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare an itinerary from own notes</li> <li>• Confirm itinerary with traveller well in advance</li> <li>• Retain a copy of itinerary for own reference</li> <li>• Attach confirmations, tickets, passport, as appropriate</li> <li>• Prepare travel documents checklist</li> <li>• Reproduce relevant documents in compliance with copyright legislation</li> <li>• Supporting travel documentation: <ul style="list-style-type: none"> <li>– visa information</li> <li>– local currency</li> <li>– time difference</li> <li>– approximate temperature</li> <li>– maps</li> <li>– travel information</li> </ul> </li> </ul>
3 Be able to clarify arrangements prior to the business travel	3.1 Confirm business travel prior to the journey including checking: <ul style="list-style-type: none"> <li>• with the travel agent</li> <li>• media for updates</li> </ul> 3.2 Relay updated information to the traveller	<ul style="list-style-type: none"> <li>• Select and access suitable media to check for travel delays</li> <li>• Communicate relevant information to the traveller within an appropriate timescale</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).

## Additional information

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For further information regarding administration for this qualification, please follow the link to [OCR's Administration area](#).