

# Model Assignment

## Issued September 2011

OCR Administration (Business Professional)

### UNIT 21 (LEVEL 3) - REVIEWING AND DEVELOPING OFFICE PROCEDURES

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 6 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: **M/502/3857**

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

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**G362 11-09**

# Model Assignment: Tutor Information

OCR Administration (Business Professional)

## UNIT 21 (LEVEL 3) - REVIEWING AND DEVELOPING OFFICE PROCEDURES

### 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. They are included here within the framework of a challenging business scenario that enables them to demonstrate their ability to review and develop office procedures.

Although the scenario is fairly detailed, there are a number of areas where the learner will need to make assumptions and choices. For example, no computer system is specified. The learner could develop procedures that include a system they are familiar with or a manual system.

The tasks may also be adapted for use within a real working environment if the opportunity exists for learners to follow all the steps required to evidence all the relevant assessment criteria.

The tasks have been designed so that all of the assessment criteria in Unit 21 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: Produce a guide to office procedures

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**Assessment Criteria: 1.1, 1.2, 1.3, 1.4 and 1.5 are assessed in this task.**

The guide to office procedures is a document produced by the learner for the benefit of their replacement at Action Sports. It is not specifically related to Action Sports, but is a general guide to provide the replacement with an understanding of the process of office procedure development.

It is an opportunity for the learner to demonstrate their knowledge and understanding of office procedures.

Evidence will be a guide to office procedures.

## Task 2: Review office procedures

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### **Assessment Criteria 2.1 and 2.2 are assessed in this task.**

The learner is required to review the Northern Publishing sales order processing and fulfilment procedures included in the scenario. The learner should consider:

- What are the strengths/weaknesses of the current processes?
- What are the omissions in the processes?
- How clear is the written process?
- Is the level of detail appropriate?
- What could be the consequences of the weaknesses or omissions?

The tutor could provide guidance on the existing Northern Publishing processes, for example by posing questions or reminding the learner of general principles. However, the report must be the learners' own work.

Evidence will be a report.

## Task 3: Produce draft office procedures

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### **Assessment Criterion 3.1 is assessed in this task.**

The learner is required to produce proposed written draft procedure(s) for the sales order and fulfilment function, together with supporting rationale.

It is assumed that Action Sports will maintain the basic structure of the Northern Publishing business. Northern Publishing will continue to publish the same books and sell the same third party books. However, the tutor should help the learner by discussing and agreeing any assumptions that the learner may need to make.

Evidence will be draft office procedures and supporting rationale.

## Task 4: Produce a training plan

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### **Assessment Criteria 4.1 and 4.2 are assessed in this task.**

The learner is required to produce a simple draft training plan for the new team at Northern Publishing. The plan should only cover the sales order processing and fulfilment staff.

Evidence will be the draft training plan.

## 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> Produce a guide to office procedures	<ul style="list-style-type: none"> <li>• <b>General guide to office procedures</b></li> </ul>	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 1.2</li> <li>• 1.3</li> <li>• 1.4</li> <li>• 1.5</li> </ul>
<b>Task 2</b> Review office procedures	<ul style="list-style-type: none"> <li>• <b>Report</b></li> </ul>	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 2.2</li> </ul>
<b>Task 3</b> Produce draft office procedures	<ul style="list-style-type: none"> <li>• <b>Draft procedures and rationale</b></li> </ul>	<ul style="list-style-type: none"> <li>• 3.1</li> </ul>
<b>Task 4</b> Produce a training plan	<ul style="list-style-type: none"> <li>• <b>Training plan for the new team</b></li> </ul>	<ul style="list-style-type: none"> <li>• 4.1</li> <li>• 4.2</li> </ul>

# Model Assignment: Learner Information

OCR Administration (Business Professional)

## UNIT 21 (LEVEL 3) - REVIEWING AND DEVELOPING OFFICE PROCEDURES

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 is 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

## Northern Publishing Ltd

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You are an administration team leader for Action Sport Ltd, a company that imports and distributes sports goods. Action Sport has recently acquired Northern Publishing Ltd, a specialist publisher of sports books that went into administration.

Your manager is keen to get Northern Publishing back up to speed as soon as possible. He is recruiting the members of a new sales office team but before their arrival he needs the administrative processes to be properly reviewed and documented. You have been asked to work temporarily at Northern Publishing ahead of the new team's arrival to review the current office procedures and produce new draft procedures.

You have been asked to review and make proposals for sales order processing and ensuring that all customer orders are fulfilled. (Two of your colleagues are reviewing the other processes in the business.) You have also been asked to produce a simple training plan covering the sales order and fulfilment procedures for the new team. Extra information about Northern Publishing can be found in Appendices 1, 2 and 3.

While you are away at Northern Publishing, a replacement member of staff will be nominated to monitor and maintain office procedures at Action Sports. You have been asked to produce a brief for your replacement, describing the general approach to the development and maintenance of office procedures.

## The Tasks

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### Task 1: Produce a guide to office procedures

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#### Assessment Criteria 1.1, 1.2, 1.3, 1.4, and 1.5

#### Your task is to:

- produce a guide to office procedures for your replacement at Action Sports.

The document is not specifically related to Action Sports, but is a guide to provide your replacement with a general understanding of office procedure development.

In particular it should contain:

- ✓ a description of the office activities that they are likely to find that will require a procedure
- ✓ factors that influence the structure of procedures and explain their impact
- ✓ a rationale for the procedures
- ✓ an explanation of the typical steps within a procedure
- ✓ an explanation of the ways in which office procedures are maintained
- ✓ an explanation of the ways in which procedures can be reviewed and amended.

Your evidence will be a guide to office procedures.

### Task 2: Review office procedures

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#### Assessment Criteria 2.1 and 2.2

#### Your task is to:

- produce a report reviewing the effectiveness of the existing Northern Publishing order processing and fulfilment processes.

Your report should include:

- ✓ the strengths/weaknesses of the current processes
- ✓ any omissions in the processes
- ✓ the clarity of the written process
- ✓ the appropriateness of the level of detail
- ✓ the consequences of any weaknesses or omissions.

Your evidence will be a report.

### Task 3: Produce draft office procedures

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#### Assessment Criterion 3.1

**Your task is to:**

- produce new draft procedure(s) for the sales order processing and fulfilment functions, together with supporting rationale.

You should include:

- ✓ the importance of fitness for purpose
- ✓ factors you considered in the design of the new procedures
- ✓ any new documentation you think is necessary
- ✓ sensible and realistic timescales for change
- ✓ how you will communicate the plans to relevant people at appropriate times.

Your evidence will be new draft office procedures and supporting rationale.

## Task 4: Produce a training plan

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### Assessment Criteria 4.1 and 4.2

#### Your task is to:

- produce a simple training plan to introduce the new sales office team at Northern Publishing to the proposed sales order processing and fulfilment procedures.

The plan should identify:

- ✓ staff training requirements
- ✓ areas of ongoing support for staff
- ✓ how training could be delivered and supported

Your evidence will be a simple training plan.

## **Appendix 1 - Further information on Northern Publishing**

When you arrive at Northern Publishing you find that there are few written procedures. There is only one member of staff, Abigail, who is inexperienced but who is keen to help. She only has a limited idea of the procedures.

### **Sales office procedure**

The only written office procedure you can find is the following:

Northern Publishing Sales Order Process:

1. Take orders from the customers
  - a. If the order is over the phone then fill in an order form
  - b. If the order arrives by post then they will have a completed an order form
2. Put the order form in the warehouse tray
3. Sally will collect the tray at 4.00pm
4. Sally will fulfil the orders, stamp the order form as “completed” and send it to accounts
5. Accounts will bank the cheque or send an invoice

### **Conversation with Abigail**

Abigail is the Sales Office Assistant. She explains that all orders are received either over the phone, in which case the member of staff fills in an order form by hand, or by post, in which case the customer fills in the order form.

If there is a cheque with the order it is paper clipped to the order form, and she assumes that Accounts bank it when it finally arrives with them. If there isn't a cheque or it is a telephone order then she assumes that they are always invoiced.

The number of orders they get varies from about five to 70 per day and in busy times the orders do tend to stack up.

You ask if they ever have any problems with the orders and she says it is often chaotic. There are many problems including:

- cheques going missing
- books out of stock
- the phone ringing and everyone too busy to answer it
- books returned because the address is wrong
- orders lost
- books sent twice
- wrong books sent.

Customers frequently make enquiries about their order, but staff have no easy way of knowing where the order is.

Abigail also spent some time helping out in the warehouse when the usual person was away, and therefore is also able to give you some information about order fulfilment.

In the afternoon she took all of the orders in the tray down to the warehouse. The following day she picked the books off the shelf and put them in boxes for collection by the mail service provider. The mail van arrives every day at around 4.00pm.

Once the order was completed she stamped the order form with the words “despatched” and sent it to the accounts administrator to bank the cheque or send out an invoice.

The warehouse holds all of the stock of Northern Publishing, but if the order includes third party books then these have to be ordered from WHP or Oldbury over the phone and it will take up to 48 hours for the books to arrive.

Unfortunately the warehouse was as disorganised as the sales office.

- Books were often out of stock.
- About a quarter of all orders couldn't be fulfilled until the third party books arrived.
- The orders taken over the phone were often written in a hurry and therefore difficult to read.
- Cheques were found lying on the floor.

There was no way of knowing who had returned books or why, they were simply returned to stock.

**Appendix 2 - Book list**

Northern Publishing Ltd publishes six books:

Title	List price	Stock	Typical monthly sales volume
Sports for all	£18.00	5478	475
Running for fun	£16.00	75	55
Better tennis	£18.00	1389	547
Improve your golf	£12.50	7844	687
Learn to swim	£15.00	9444	44
Football coach	£16.00	2734	1329

In addition the company distributes six books that they purchase from other publishers. These are called "third party books":

Title	List price	Publisher	Typical monthly sales volume
Gym exercises	£16.00	WHP Publishing	172
Horse riding for beginners	£15.50	WHP Publishing	135
Improve your golf swing	£12.50	Oldbury Publishing	33
Competitive rowing	£15.50	Oldbury Publishing	78
The referee's handbook	£16.00	WHP Publishing	19
Advanced netball	£18.00	Oldbury Publishing	229

**Appendix 3 - Order Form**

You find a completed order form in the tray:

<b>Northern Publishing</b>	<b>ORDER FORM</b>
<i>Where the customer comes first</i>	YOUR P.O. _____
Unit 14, Queen's Hill Industrial Estate, Colington, BX13 4ED	

**Your address**  
 Mr Gary Corbett  
 Upford College  
 Upford  
 UP56 6YC  
 Customer ID: unknown?

Same place  
**SHIP TO**

QTY	ITEM #	DESCRIPTION	JOB	UNIT PRICE	LINE TOTAL
1		Improve your golf		£12.50	£12.50
3		Advanced netball		£18.00	£54.00
6		Better tennis		£18.00	£108.00
				SUBTOTAL	£174.50
				POSTAGE	£12.00
				TOTAL	£186.50

<ol style="list-style-type: none"> <li>1. Please use black ink.</li> <li>2. Include a cheque made out to "Northern Publishers Ltd", or we will invoice you.</li> <li>3. Refer to the catalogue and price list for postage rates etc</li> <li>4. Invoices should be paid within 30 days</li> <li>5. Books will be dispatched as soon as possible.</li> <li>6. Any complaints must be made in writing.</li> <li>7. Incorrect books must be returned within 10 days.</li> </ol>	<table border="1" style="width: 100%;"> <tr> <td style="width: 70%;"><i>Authorised by</i></td> <td style="width: 30%;"><i>Date</i></td> </tr> </table>	<i>Authorised by</i>	<i>Date</i>
<i>Authorised by</i>	<i>Date</i>		

# Learner Evidence Checklist

OCR Administration (Business Professional)

## UNIT 21 (LEVEL 3): REVIEWING AND DEVELOPING OFFICE PROCEDURES

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

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

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Guide to office procedures	

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

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Draft procedures and rationale	

Task 4 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Training plan	

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: \_\_\_\_\_