

Candidate Style Answers

OCR Administration (Business Professional)

Unit 2 (Level 1) – Creating Business Documents

Task 7 – Produce a memo

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 2, Task 7 – Produce a memo.

This content has been produced to illustrate how task 7 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 7: Produce a memo

In this task, learners need to produce a memo on a memo form.

To evidence this task, learners need to produce the memo requested, using the information provided. They should ensure that they use the appropriate communication style and accepted layout and conventions. Learners must ensure that their memo is accurate.

Task 7 covers assessment criteria:

3.1 – Produce routine business document using the appropriate communication style

3.2 – Check documents for accuracy

Good Evidence

Moderator's Comments

The memo below is a **good** example of how a memo should be constructed. The learner has produced concise information in a logical order, using the appropriate communication style. There are no spelling or grammatical errors and it is evident that the document has been checked for accuracy.

The evidence **meets** the assessment criteria and the grade would be upheld by the moderator.

MEMO

TO All Staff
FROM Suzie Martin
DATE 30 November 2010
SUBJECT Discounts for Brighton Tour

There are 20 seats still available for next week's Brighton Tour and we hope that by offering a discount we are able to fill spaces quickly.

Please note that a 15% discount is now available to all customers that book places on this tour.

Thank you

Karen Smith
On behalf of Suzie Martin

Poor Evidence

Moderator's Comments

The memo below is a **poor** example of evidence for this task. The information contained within the main body of the memo is factually incorrect and the appropriate communication style has not been used. It is not appropriate to present the content of the memo in closed capitals. There are several uncorrected spelling and grammatical errors and it is evident that the memo has not been checked for accuracy.

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

MEMO

TO All Staff
FROM Suzie Martin
DATE 30 November 2010
SUBJECT Discounts offered FOR Brighton Tours

THERE IS A 16% DISCOUNT OFFER TO CUSTOMERS
ON NEXT WEEK TOURS. ONLY 20 SAETS
AVAIBLE, SO FIRST COME FIRST SERVED.

YOU SHOULD ALL BE OFFERRING THESE
DISCOUNTS BECAUSE WE WANT TO FILL ALL THE
SPACES.

SUZIE