

Model Assignment Issued September 2011

OCR Administration (Business Professional)
UNIT 6 (LEVEL 2) - WORKING IN ADMINISTRATION

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)
03955	OCR Level 2 Award in Administration (Business Professional)	500/6124/0
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: M/502/4703

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

ALL THESE MATERIALS MAY BE PHOTOCOPIED. Any photocopying will be done under the terms of the Copyright Designs and Patents Act 1988 solely for the purposes of assessment.

G347 11-09

Model Assignment: Tutor Information

OCR Administration (Business Professional)

UNIT 6 (LEVEL 2) - WORKING IN ADMINISTRATION

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 undertake photocopying tasks and process mail. Learners will need to have access to sufficient items of appropriate mail to allow them to undertake the tasks set out below.

Learners will need to identify their responsibilities and clarify these with a supervisor if necessary. They will need to work co-operatively with others and employ effective communication skills to ensure a successful outcome.

The tasks have been designed so that all of the assessment criteria in Unit 6 are addressed.

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

The Tasks

Task 1: Preparing staff information sheets

Assessment Criteria 1.1, 1.2, 2.1, 2.2, 3.1 and 4.1 are assessed in this task.

Learners will need to understand the role of the administrator and legislation affecting the work of administrators. In addition they will need to explain how health and safety issues could affect the work of administrators and the importance of organising the work area effectively.

Evidence should be provided in the form of one set of staff information sheets. Learners should be assessed on the content of the information sheets rather than the layout etc.

A set of bullet points is only acceptable where the points are expanded to provide brief explanations of tasks, responsibilities and legislation.

Tasks 2 & 3: Practical office tasks

Assessment Criteria 5.1 and 5.2 are assessed in these tasks.

Please note: assessors will need to complete a Witness Statement for Tasks 2 and 3. As these tasks cover the same Assessment Criteria and it is likely that centres may assess candidates on more than one task 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 they wish, if this fits better with how and when the tasks are performed and assessed.)

However, a Witness Statement must be completed for each learner and assessors must state clearly on each form which tasks and Assessment Criteria are being evidenced. Although the tasks will be similar, it is not appropriate to complete identical witness testimonies for each candidate. Each candidate is an individual and so will approach at least some part of the task or tasks in a slightly different way. This should be recorded.

Task 2: Filing

Assessment Criteria 5.1 and 5.2 are assessed in this task.

This task can be completed using either an electronic or paper-based system.

A Witness Statement must be completed (please see note above).

Task 3: Printing, photocopying and using office equipment

Assessment Criteria 5.1 and 5.2 are assessed in this task.

Learners will need to demonstrate the safe use of a PC, printer, photocopier and other office equipment, following organisational procedures.

Please note that even if the model assignment is adapted, learners must still demonstrate the safe use of a PC, printer, photocopier and at least one other piece of office equipment to demonstrate the range required by the Assessment Criteria.

A Witness Statement must be completed (see note above) and one copy of each of the documents produced included as evidence. Although the tasks will be similar, it is not appropriate to complete identical witness testimonies for each candidate. Each candidate is an individual and so will approach at least some part of the task or tasks in a slightly different way. This should be recorded.

Tasks 4 & 5: Dealing with incoming and outgoing mail

Assessment Criterion 5.3 is assessed in these tasks

Please note: assessors will need to complete a Witness Statement for Tasks 4 and 5. As these tasks cover the same Assessment Criteria and it is likely that centres may assess candidates on more than one task 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 they wish, if this fits better with how and when the tasks are performed and assessed.)

However, a Witness Statement **must** be completed for each learner and assessors must state clearly on each form which tasks and Assessment Criteria are being evidenced. Although the tasks will be similar, it is not appropriate to complete identical witness testimonies for each candidate. Each candidate is an individual and so will approach at least some part of the task or tasks in a slightly different way. This should be recorded.

Task 4: Dealing with incoming mail

Assessment Criterion 5.3 is assessed in this task.

Learners will need to demonstrate the safe handling and distribution of incoming mail, following organisational procedures, by processing and distributing a minimum of 15 letters and parcels, addressed to a minimum of four different individuals or departments.

To evidence their skills learners should be observed carrying out the task and a Witness Statement should be completed (see note above).

In addition to the Witness Statement, evidence could consist, for example, of photographs, receipts or copies of records. If the candidate is in the workplace, or temporarily working in the mail room, then the supervisor may witness the activity but the Assessor should countersign the form as evidence that they have provided the supervisor with the necessary information to allow them to accurately assess the candidate.

Task 5: Dealing with outgoing mail

Assessment Criterion 5.3 is assessed in this task.

Learners will need to demonstrate the safe handling and distribution of outgoing mail, following organisational procedures, by processing a minimum of 15 letters and parcels. Learners must work out correct postage and use the most suitable postal service for each item according to urgency, security required etc.

To evidence their skills learners should be observed carrying out the task and a Witness Statement should be completed (see note above). If the candidate is in the workplace, or temporarily working in the mail room, then the supervisor may witness the activity but the Assessor should countersign the form as evidence that they have provided the supervisor with the necessary information to allow them to accurately assess the candidate.

In addition to the Witness Statement, evidence could consist, for example, of photographs, receipts or copies of records.

Task 6: Reflecting on own performance

Assessment Criteria 6.1 and 6.2 are assessed in this task.

Learners will need to demonstrate the ability to reflect on their own performance. They should identify the strengths and weaknesses demonstrated when they performed tasks 1 to 5, gain feedback from colleagues where possible and identify ways of improving their performance.

Learners should then produce notes in advance of discussing these issues with their line manager. These notes will form the evidence for the assessment criteria, together with any notes or recordings taken whilst gathering feedback from colleagues. Bulleted lists of single phrases or clauses are not appropriate.

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. 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 and marking 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 Prepare staff information sheets	<ul style="list-style-type: none"> • One copy of each of the information sheets 	Assessment Criteria <ul style="list-style-type: none"> • 1.1 • 1.2 • 2.1 • 2.2 • 3.1 • 4.1
Task 2 Filing	<ul style="list-style-type: none"> • Witness Statement 	Assessment Criteria <ul style="list-style-type: none"> • 5.1 • 5.2
Task 3 Printing, photocopying and using office equipment	<ul style="list-style-type: none"> • Witness Statement 	Assessment Criteria <ul style="list-style-type: none"> • 5.1 • 5.2
Task 4 Dealing with incoming mail	<ul style="list-style-type: none"> • Witness Statement • Photographs, video 	Assessment Criterion <ul style="list-style-type: none"> • 5.3
Task 5 Dealing with outgoing mail	<ul style="list-style-type: none"> • Witness Statement • Photographs, video 	Assessment Criterion <ul style="list-style-type: none"> • 5.3
Task 6 Reflecting on own performance	<ul style="list-style-type: none"> • Notes • Evidence collected whilst gathering feedback from colleagues 	Assessment Criteria <ul style="list-style-type: none"> • 6.1 • 6.2

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 5.1, 5.2	Task 2 - Filing Task 3 - Printing, photocopying and using office equipment
--------------------	---

LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 5.1 Use office equipment to complete administrative tasks according to organisational procedures	
Assessor comments	Please ensure that you indicate the specific equipment used by the learner.
Assessment Criterion 5.2 File business documents in accordance with organisational procedures	
Assessor comments	Please ensure that you indicate what type of filing system used by the learner.

--	--

GENERAL COMMENTS	

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: _____

Witness Statement – Tasks 4 & 5

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 5.3	Task 4 – Deal with incoming mail Task 5 – Deal with outgoing mail
---------------	--

LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 5.3 Handle incoming mail to comply with the requirements of a business environment	
Assessor comments	Please ensure that you comment on the equipment used by the learner during this task.
Assessment Criterion 5.3 Handle outgoing mail to comply with the requirements of a business environment	
Assessor comments	Please ensure that you comment on the equipment used by the learner during this task.

--	--

GENERAL COMMENTS	

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 6 (LEVEL 2) - WORKING IN ADMINISTRATION

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

IMPROVING COMMUNICATIONS AT VISTRION MANUFACTURING LTD

You work as an administrative assistant for a large company, Vistrion Manufacturing Ltd, which manufactures furniture for businesses. One of your main responsibilities is to deal with incoming and outgoing mail.

The office is not particularly modern, and the staff currently work in small rooms. This can lead to problems of communication as each team in the office tends not to know what the work of others involves. There are plans to modernise by making the entire office open plan next year.

In the meantime, the Administration Manager, Charis Roberts, is keen to improve understanding of roles and responsibilities within the administration team. As your line manager, she has asked you to help her.

Tasks

Task 1: Preparing staff information sheets

Assessment Criteria 1.1, 1.2, 2.1, 2.2, 3.1 and 4.1

Your line manager, Charis Roberts, has asked you to help her produce information sheets to help explain key issues to staff. The information sheets should be easy to read to encourage employees to read them and use them as a source of reference in the future.

Charis reminds you to concentrate on the content of the information sheets rather than the design and layout.

Your task is to:

- produce two staff information sheets to be given to all employees under the headings indicated below.

Information Sheet 1 'The Role of the Administrator'

This should include sections on each of the following:

- ✓ a description of the role of the administrator
- ✓ a description of how the role of the administrator relates to others within the organisation
- ✓ an explanation of the importance of organising the work area for efficiency
- ✓ a brief explanation of the importance of equal opportunities legislation affecting the work of the administrator
- ✓ a brief explanation of the importance of copyright laws and the effect of the Data Protection Act on the work of the administrator.

Information Sheet 2 'Health and Safety'

This should include sections on each of the following:

- ✓ an explanation of why it is important to be alert to potential hazards when dealing with machinery, equipment and substances such as toner and fluids
- ✓ an explanation, with examples, of unsafe personal conduct which could affect the work of administrators

- ✓ an explanation of the importance of procedures in the case of fire, accident or emergency

- ✓ an explanation of why it is important to report accidents and potential hazards to the appropriate person

Your evidence will be one copy of each of the staff information sheets.

Task 2: Filing

Assessment Criterion 5.2

Charis is impressed with the content of your staff information sheets but now feels that employees may not take the time to read two comprehensive documents thoroughly. She decides that over the next nine weeks, the content of your information sheets will be added to the company newsletter, *Vistrion View*, a section at a time.

This will help employees to take in the information as bite-sized chunks are often easier for people to understand. Charis asks you to save each section separately so that they can be easily added to the newsletter.

Your task is to either:

- electronically save each of the sections of the two information sheets you produced in Task 1 separately, using appropriate filenames **or**
- save each of the sections of the two information sheets you produced in Task 1 separately as a paper document, titling each appropriately and filing them alphabetically.

Your evidence will be a completed Witness Statement.

Task 3: Printing, photocopying and using office equipment

Assessment Criteria 5.1, 5.2

Some of your colleagues in the administration team are careless and disorganised and the administration area is very untidy.

Charis asks you to photocopy two relevant sections of your information sheets (an explanation of the importance of organising the work area for efficiency and an explanation of why it is important to be alert to potential hazards when dealing with machinery, equipment and substances such as toner and fluids) so that they can be used for a handout at the next team meeting.

Your task is to:

- retrieve the relevant documents and print each out separately

- make eight single-sided photocopies of each document
- collate and staple the documents appropriately
- make one photocopy with the two documents printed back to back
- **either** laminate the back to back copy for Charis to use again in future meetings **or**
- scan in the back to back copy and save it under a suitable filename to enable this version to be retrieved later.

Your evidence will be a completed Witness Statement and one copy of each of the documents you have produced.

Tasks 4 & 5: Dealing with incoming and outgoing mail

Assessment Criterion 5.3

Charis asks you to carry out some practical demonstrations of your key tasks to show other administrators how to work safely and efficiently whilst handling mail.

Task 4: Dealing with incoming mail

Assessment Criterion 5.3

Your task is to:

- demonstrate incoming mail handling skills following the procedures set out by your organisation

In order to achieve this you will need to process a minimum of 15 letters and parcels, addressed to a minimum of four different individuals or departments. You should distribute these in line with procedures.

Your evidence will be a Witness Statement. You could also attach any photographs or other evidence which shows your competence in this task.

Task 5: Dealing with outgoing mail

Assessment Criterion 5.3

Your task is to:

- demonstrate outgoing mail handling skills following the procedures set out by your organisation

In order to achieve this you will need to process with a minimum of 15 letters and parcels. You will need to process these in line with procedures, work out the correct postage and use the most suitable postal service for each according to urgency, security required etc.

Your evidence will be a Witness Statement. You could also attach any photographs or other evidence which shows your competence in this task.

Task 6 Reflecting on own performance

Assessment Criteria 6.1 and 6.2

Charis has told you that it will soon be time for the yearly review of your overall performance and asks you to prepare for this.

Your task is to:

- reflect on your own performance in tasks 1-5 above by identifying your strengths and weaknesses
- identify ways of improving your performance.
- prepare notes so that you are well prepared to discuss the issues with your line manager.

Your evidence will be your notes.

You may find it helpful to seek feedback from your colleagues when undertaking this task. Any notes or recordings made whilst gathering feedback from your colleagues may be included in your evidence.

Learner Evidence Checklist

OCR Administration (Business Professional)

UNIT 6 (LEVEL 2) - WORKING IN ADMINISTRATION

LEARNER NAME: _____

CENTRE NUMBER: _____

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> One copy of each of the staff information sheets	

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"/> One copy of each of the documents you have produced	
<input type="checkbox"/> Completed Witness Statement	

Task 4 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Completed Witness Statement	
<input type="checkbox"/> Other (please provide details)	

Task 5 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Completed Witness Statement	
<input type="checkbox"/> Other (please provide details)	

Task 6 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Notes	
<input type="checkbox"/> Other (please provide details)	

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: _____