

Candidate Style Answers

OCR Administration (Business Professional)

Unit 15 (Level 3) – Producing Complex Business Documents

Task 2 – Responding to the issue

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification for teaching from September 2011.

OCR has produced this candidate style answer to support tutors in interpreting the assessment criteria and the model assignment for Unit 15, Task 2 – Responding to the issue.

This content has been produced to illustrate how task 2 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” 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 2: Responding to the issue

In this task, learners should write a letter to Judy Weiss, incorporating the points requested by her line manager and giving consideration to tone. (Learners should **not** be specifically told that a letter is required; their ability to select the appropriate form of written communication is being tested here. A report, email or memo would be inappropriate.)

- Appropriate information should be used from the given documents.
- The learner should analyse what needs to be included and pull this together into the one response.
- Information should be adapted to meet the needs of the audience e.g. the letter should not be critical of the council, unlike the residents’ association spokesperson in Document 3.
- The final document must be fit for purpose as specified by the line manager.
- Appropriate style and vocabulary must be used throughout and spelling, punctuation and grammar must be accurate in accordance with the Assessment Criteria.
- The appropriate letter format must be used e.g. sender and recipient address need to be included, together with the date, an accurate salutation and complementary close, cc.

Task 2 covers assessment criteria:

- 1.1 Analyse the purpose and characteristics of different business documents, taking into account the needs of the audience**
- 2.1 Draw conclusions from the content of business documents by extracting and analysing information**
- 3.1 Produce business documents that comply with the requirements of a business environment**

Good Evidence

Moderator's Comments

The candidate's work below is a **good** example of what candidates should be submitting as evidence for this task. The candidate has used an appropriate communication style and has evidently checked the document for accuracy. The candidate has extracted relevant information and in their own words, has addressed the main issues raised in the complaint from Judy Weiss. The letter is well constructed using an appropriate layout and tone for a business document.

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

Westchester District Council
Town Hall
High Street
Westchester
WT1 1AB

Our ref OW/JW

17 August 2011

Ms Judy Weiss
302 Bonnington Terrace
Westchester
WT1 2DB

Dear Ms Weiss

Response to complaint

Thank you for bringing your concerns to our attention in your letter dated 10 August.

Firstly, I would like to apologise on behalf of the Council for any inconvenience you may have been caused and for the way in which you feel your complaint has not been dealt with effectively.

With reference to the enclosed copy of the Westchester District Council Summary of tenants' rights to repairs, the Council did respond to your initial complaint in accordance with the guidelines stated within this document. However, once the toilet started to leak your complaint should have been identified as high priority and a suitable repair or temporary repair made within 10 working days. Whilst a temporary repair was eventually carried out by turning off the water supply to your toilet, a permanent repair should have taken place soon afterwards.

As a matter of urgency a member of the repairs team will call you to arrange a suitable date and time for repairs to be made to the toilet. The Repairs Manager will personally oversee that the problem has been resolved satisfactorily.

With regard to the damage to your carpets, tiles and skirting, I would again refer you to the Council's Summary of tenants' rights to repair and advise that you contact your insurers in order to make a claim under your household insurance policy.

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For future reference, any housing complaints should be addressed to the Repairs Manager at Westchester Councils' main offices in the Town Hall.

I trust that the above course of action meets with your approval and I apologise once again for the delays that have been incurred in repairing the fault.

Yours sincerely

Lucy James
Senior Administrator

Enc

cc Olive Wilson, Chief Housing Officer
Repairs Manager

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