Model Assignment

Issued September 2017

Level 4 Diploma in Business and Administration

Unit 5 – Business administration systems

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.

The Ofqual Unit Reference Number is: **L/503/6146**

This OCR model assignment remains live for the life of this unit.

Model Assignment: Tutor Information

Level 4 Diploma in Business and Administration

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Introduction

Candidates are expected to evidence the application of knowledge in their own working environment. Where this is not possible candidates can choose an organisation in which to apply their knowledge providing this will allow all assessment criteria to be met.

Evidence can be presented in a number of ways which can be determined by the centre. These decisions should take into account the accessibility of the assessment requirements by individual candidates and the bespoke nature of a candidate or candidate group.

Evidence could be presented through assessed presentations, assessor observations, professional discussions or word processed documents. All evidence submitted must be legible.

For further guidance on what evidence is required please refer to the Evidence Checklist, which must be used in conjunction with this Model Assignment.

Candidates may be able to draw on previous experiences to demonstrate they can meet the assessment criteria. In this instance a professional discussion supported by applicable documentation could be accepted as suitable and adequate evidence, on the provision that all relevant assessment criteria are met. However, where higher level skills such as analysis and evaluation are required it is anticipated that this will be proven through additional evidence.

Evidence from related NVQ units from the Level 4 National Standards can be used to infer understanding of this unit's content where appropriate.

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

There are opportunities for synoptic assessment within the scenario where one or more assessment criterion from the same or another unit may be met partially or in full.

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

Introduction for Learners

The aim of this unit is to develop an understanding of administration systems to enable learners to critically analyse and evaluate the influence administration systems have on different aspects of an organisation.

Below you will find a scenario which will help enable you to demonstrate you have sufficient understanding of this unit's content to meet the unit aim.

This assessment is made up of two tasks. Each task has a set of instructions which you must follow. You should refer to the Evidence Checklist to ensure that you include all the evidence required to meet the assessment criteria and learning outcome for this unit.

Do not submit any assessment which does not include sufficient evidence to demonstrate you can meet each of the assessment criteria. If you were to do this then you would not pass this unit.

Included on page 6 is a list of key assessment words which will help you to understand what is expected of you.

The Tasks

Scenario

Your manager has tasked you with conducting a review of the administration system, communication networks and information flow in your organisation with a view to re-writing the Communication Policy and its associated procedures.

Task 1

This task relates to assessment criteria 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4 and 2.5.

You will need to demonstrate that you have a good understanding of:

- the features of administrative systems in organisations which are different in:

    o size

    o type e.g. public, private, not-for-profit.

- the way information flows though organisations and how they are managed:

    o types of information

    o the ways in which information flows through a specified organisation

    o how ICT influences and impacts on information flows.

- using own organisation or one with which you are familiar:

    o identify the information systems within the organisation which support administrative functions

    o identify examples of where ICT has provided effective supporting the administrative function

    o research examples of where ICT has hampered or failed to support the administrative function

    o carry out an evaluation of the value and support of ICT to the administrative function.

Task 2

This task relates to assessment criteria 3.1, 3.2, 3.3, 3.4 and 3.5.

To demonstrate you have the knowledge and understanding to be able to write a policy and procedures you need to demonstrate a good understanding of;

- the difference between policy and procedure

- the purpose of policies and procedures

- methods of evaluating effective processes

- the relationship between formulating policy and preparing procedures

- ways to evaluate the effectiveness of customer facing procedures.

Glossary

Analyse	Break a topic or issue down into parts and look at part in depth by considering questions such as "Why did x happen?", "How did x affect the outcome?" Use evidence which supports and counters the argument and how they interrelate.
Assess	Consider how relevant, useful and effective something is in a given scenario. Both the positive qualities and the drawbacks are considered and a final justification for the decision or decisions must be provided.
Compare/contrast	Identify similarities and differences between two or more things or points of view. Identify those similarities or differences which are more important than others for the circumstances you are analysing.
Describe	Give an account, including all the relevant characteristics, qualities, or events.
Discuss	This is a written version of a debate. The case for and against a point of view or event including the advantages and disadvantages must be put using well-structured arguments. It must end with a conclusion.
Explain	To give account of the purposes or reasons for something.
Explore	Use a questioning approach, considering different points of view of an incident or issue, in order to come to a final view point.
Identify	This includes recognising, listing or naming of characteristics or key points to be considered; at level 4 this should also include the reasons for their inclusion in the list, etc.
Evaluate	An evaluation requires a verdict at the end of the research on whether the author agrees with the evidence and the justification for the decision. Therefore this incorporates a detailed investigation/exploration of different facets of the task. At level 4, this is unlikely to be less than a page of argument.
Outline	A short description of the main characteristics/points of an issue or subject. This should include interrelationships, without going into the minute detail of each one.