OCR
Oxford Cambridge and RSA

Unit Title:	**Manage diary systems**
OCR unit number:	7
Level:	2
Credit value:	2
Guided learning hours:	12
Unit reference number:	L/506/1807

Unit aim and purpose

This unit aims to develop the knowledge and skills required to manage diary systems. Upon completion of this unit, learners will be able to manage diary systems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the management of diary systems	**The Learner can:** 1.1 Explain the importance of keeping **diary systems** up to date 1.2 Describe the basis on which bookings and changes are prioritised 1.3 Explain any constraints relating to making bookings for people or facilities 1.4 Describe the types of problems that can occur when managing diaries	**Diary systems** may include: • Paper diaries • Electronic diary systems
2 Be able to manage diary systems	2.1 Obtain the information needed to make diary entries 2.2 Make accurate and timely diary entries 2.3 Respond to changes in a way that balances and meets the needs of those involved 2.4 Communicate up-to-date information to **everyone involved** 2.5 Keep diaries up-to-date 2.6 Maintain the **requirements of confidentiality**	**Everyone involved** should cover attendees and stakeholders attending or affected by the meeting or the subject area **Requirements of confidentiality** should include: • Legislation and regulation related to confidentiality • The policies and procedures of the organisation

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Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAA431	• Use a diary system

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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