OCR
Oxford Cambridge and RSA

Unit Title:	**Principles of providing administrative services**
OCR unit number:	2
Level:	2
Credit value:	4
Guided learning hours:	25
Unit reference number:	J/506/1899

Unit aim and purpose

This unit aims to develop knowledge and understanding regarding the provision of providing administrative services. Upon completion of this unit, learners will have developed an understanding of the organisation and administration of meetings, the organisation of travel and accommodation, and the management of diary systems. Learners will also understand how to use office equipment and will understand the use of mail services in a business context.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the organisation and administration of meetings	**The Learner can:** 1.1 Describe the features of **different types of meetings** 1.2 Outline the different ways of providing administrative support for meetings 1.3 Explain the steps involved in organising meetings	**Different types of meetings** may include descriptions of: • Formal or informal • Internal • External • Video conference • Conference call
2 Understand the organisation of travel and accommodation	2.1 Describe the features of different types of business travel and accommodation 2.2 Explain the purpose of confirming instructions and requirements for business travel and accommodation 2.3 Explain the purpose of keeping records of business travel and accommodation	
3 Understand how to manage diary systems	3.1 Describe the features of hard copy and electronic diary systems 3.2 Explain the purpose of using diary systems to plan and co-ordinate activities and resources 3.3 Describe the types of information needed to manage a diary system	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	3.4 Explain the importance of obtaining correct information when making diary entries	
4 Understand how to use office equipment	4.1 Describe different types of office equipment 4.2 Explain the uses of different types of office equipment 4.3 Describe factors to be considered when selecting office equipment to complete tasks 4.4 Describe how to keep waste to a minimum when using office equipment	
5 Understand the use of mail services in a business context	5.1 Describe the types of **mail services** used in business organisations 5.2 Explain the need for different types of **mail services** 5.3 Explain the factors to be considered when selecting **mail services** 5.4 Explain the factors to be taken into account when choosing postage methods	**Mail services** may include: • Electronic mail • Webmail • Postal service • Courier services
6 Understand customer service in a business environment	6.1 Describe different types of customers 6.2 Describe the impact of their own behaviour on a customer 6.3 Explain the impact of poor customer service	To cover internal and external customers

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.

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Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAA231 CFABAA322 CFABAA412 CFABAA431 CFABAA612 CFABAC121	• Use office equipment • Organise business travel or accommodation • Plan and organise meetings • Use a diary system • Handle mail • Deliver, monitor and evaluate customer service to internal and/or external customers

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 .