

**Unit Title:** Working in business and administration

OCR unit number: K1

Life and Living Skill Area: Office Practice

Level: Entry 3

Credit value: 2

Guided learning hours: 20

## Unit purpose and aim

The aim of this unit is for learners to develop the knowledge and skills to identify and complete routine task undertaken by administrators.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
<b>The Learner will:</b> 1 Know what activities are routinely undertaken by administrators	<b>The Learner can:</b> 1.1 Identify routine administrative tasks	Learners can complete this through either making a list including written and visual lists with images, (either pre selected photos or taking them themselves); creating an audio visual file/clip showing and talking/ signing through the routine administrative tasks. Routine administrative tasks could include answering the telephone, photocopying, filing, sorting post (incoming and outgoing), typing, shredding, laminating etc.
2 Be able to follow instructions to carry out administrative tasks	2.1 Check understanding of instructions and ask for clarification where necessary	When being given instructions learners will clarify the instruction e.g. when dealing with post - where are the post trays kept? When photocopying, confirm number of copies - was that 10 copies? When taking a message repeat the message to the caller.  Clarification should be sought on at least two occasions.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
	2.2 Follow instructions to complete a limited range of administrative tasks accurately	<p>Learners should accurately follow instructions (written, verbal or pictorial) to complete routine administrative tasks this could include: simple photocopying tasks e.g. photocopy a document 10 times; put people's post in their trays; answer the telephone saying 'good morning/ afternoon..... and taking a simple message; pass a written message to a certain staff member etc.</p> <p>Learners should follow instructions accurately on at least two separate occasions.</p> <p>Evidence can be obtained through observation, witness statements or question and answer to demonstrate knowledge of completing the specific tasks.</p>

## Assessment

Routine administrative tasks should be straightforward and ones completed on a regular basis as opposed to the tasks administrators may be asked to do on an ad hoc basis such as composing mail outs, creating marketing materials.

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

## Evidence requirements

Learners should seek clarification and follow instructions accurately on at least two separate occasions.

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.