

Candidate Style Answers

OCR Administration (Business Professional)

Unit 1 (Level 1) – Working in Business and Administration

Task 1 – Activities carried out by administrators

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification.

OCR has produced these candidate style answers to support tutors in interpreting the assessment criterion and the model assignment for Unit 1, Task 1 – Activities carried out by administrators.

This content has been produced to illustrate how task 1 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” and “poor” 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 1: Activities carried out by administrators

In this task, learners need to describe the different activities carried out by administrators. They should include the following activities: making and receiving telephone calls, reception activities, preparation of documents, filing (paper-based or electronic), updating records (written or electronic), dealing with incoming and outgoing mail, using reprographic equipment and controlling stationery stock.

Evidence for this task should be in the form of a report, with an appropriate main heading and subheadings. In the report, learners should include a short paragraph which describes each of the above and any other relevant activities.

Task 1 covers assessment criterion 1.1 - Describe different activities carried out by administrators.

Moderator's Comments

The candidate's work below is a **good** example of what candidates should be submitting as evidence for this task. It includes appropriate headings and gives a description of activities carried out by an administrator. It has the depth required for a good level 1 submission. The evidence **meets** the assessment criterion and the grade would be upheld by the moderator.

Activities of an Administrator

As an administrator, you will carry out a number of different activities on a day-to-day basis. These will include:

Making and receiving telephone calls

When making and receiving telephone calls, it is important to be polite and professional at all times. When making a call you should speak clearly, say who you are, what organisation you are calling from and ask for the person or department that you need to speak to. When receiving telephone calls you might need to take a telephone message. You must make sure that you listen carefully and check that all details on the message e.g. contact telephone number are correct.

Reception activities

You should be polite and friendly when welcoming visitors to reception. Ask visitors to sign the visitor's book and give them a visitor's pass. You will need to contact the person that the visitor has come to see to let them know their visitor is in reception. You must keep the reception area clean and tidy.

Preparation of documents

You may need to prepare a document such as a letter, email, memo and report. Most organisations have a house-style and templates for business documents. You will need to check that there are no spelling and grammar errors and that the document is accurate.

Filing (paper-based or electronic)

You should file paper based documents on a regular basis. You might need to file documents in alphabetical, numerical and geographical order.

Electronic documents should be filed in line with company procedure. This will make it easier to find documents in the future.

Updating records (paper-based or electronic)

Updating paper-based and electronic records is very important to make sure that the organisation runs smoothly. There are a number of records that may need updating e.g. a change of supplier's address and adding new customer contact details.

Dealing with incoming and outgoing mail

You will normally be responsible for opening incoming mail. Mail should be opened and date stamped before giving to the correct person. If mail is marked private and confidential do not open it but hand it to the person it is addressed to. You may also have to collect and process outgoing mail. Mail is collected from departments and is then weighed and stamped. Most organisations use a franking machine which prints the organisations name and the amount of postage paid onto the envelope or parcel for you.

1

Using reprographic equipment

To make hard copies of documents you will need to use a photocopying machine. You can use a photocopier to change the size of your document, print single and double sided, staple documents and produce booklets. It is important to make sure the document is accurate before making copies to reduce the amount of waste paper.

Controlling stationery stock

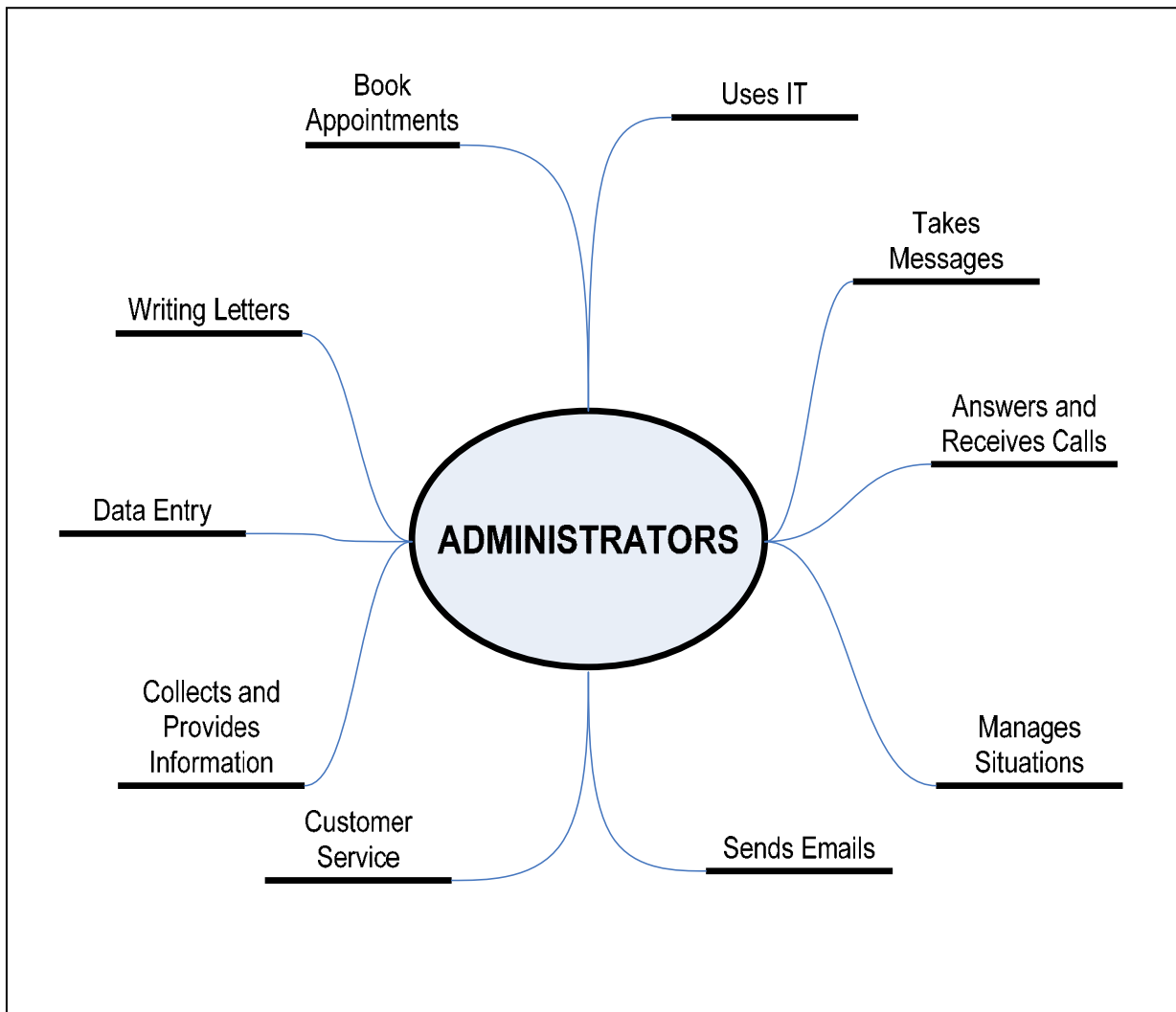
You might be responsible for controlling office stationery and small items of office equipment. You will need to make sure that stock is very organised and labelled clearly. You will need to make sure when stock gets low that you order more stock.

2

Poor Evidence

Moderator's Comments

The diagram below could be a starting point to develop discussions with learners and the activities that administrators carry out. It would **not** be acceptable for this to be submitted as evidence for task 1 as it does not show an understanding of what these activities are. The continued task overleaf is another example of poor evidence as the learner has only stated what the equipment can do and not explained the activities carried out by the administrator. The evidence **does not** meet the assessment criterion and the grade would **not** be upheld by the moderator.



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- The photocopier can staple and produce back to back
- Telephones have lots of different buttons – you can forward a call, hold a call or see who is calling
- Letters are a formal way to communicate. You should use the company letter head. Memos are for internal messages
- Franking machines – put an ink stamp on the envelope
- Guillotines help cut paper straight
- Laminators are used for poster or booklets
- Spreadsheets help you calculate and produce graphics and charts
- A database hold lots of information and you can produce queries and reports.