

# Model Assignment

## Issued September 2011

OCR Administration (Business Professional)

**UNIT 16 (LEVEL 3)**

**UNDERSTANDING FUNCTIONS AND ROLES WITHIN BUSINESS ORGANISATIONS**

**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.

This unit has a credit value of 4 on the Qualifications and Credit Framework (QCF). The scheme codes for the OCR Administration (Business Professional) qualifications towards which successful completion of this unit assessment may contribute are:

OCR Scheme code	Qualification Title	Qualification Accreditation Number (QAN)
03958	OCR Level 3 Award in Administration (Business Professional)	500/6483/6
03959	OCR Level 3 Certificate in Administration (Business Professional)	500/6484/8
03963	OCR Level 3 Diploma in Administration (Business Professional)	500/6485/X

**The QCA Accreditation Number for this unit is: M/502/3860**

This OCR model assignment remains live for the life of these qualifications.

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**G357 11-09**

# Model Assignment: Tutor Information

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## Introduction to the Task

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The task has been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world.

It is expected that learners will be familiar with at least one business organisation through employment, work experience or as part of their studies. The requirement for them to produce material on two business organisations may require the tutor to provide further relevant information or enable and support learners to access this. In all cases, the learners should be involved in the decision as to the organisations they investigate and should carry out the necessary research. The two chosen business organisations must have very different organisational structures to enable learners to complete effective and valid comparisons.

Learners need to have developed the underpinning knowledge, understanding and skills required by the unit, before attempting this model assignment.

The task has been designed so that all of the assessment criteria in Unit 16 are addressed.

**These guidance notes should be used in conjunction with the unit specification and Centre Handbook.**

## The Task

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### Producing the booklet

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**Assessment Criteria 1.1, 2.1, 2.2, 3.1, 3.2, 4.1, 5.1, 5.2 and 5.3 are assessed in this task.**

The task has been set within an Education Business Partnership (EBP). The learner is a senior administrator working within the schools' liaison office of their local EBP. They have been asked to produce a booklet for school/college leavers, providing information on how two business organisations are organised and operate.

Learners should produce a booklet of between 2,000 and 4,000 words that is fit for purpose, but the focus of the assessment should be on the content, not layout etc. Diagrams or charts may be useful for illustrating departmental interactions, for example, and learners should be encouraged to provide such visual representations where this is helpful.

The way in which the content is organised may be varied depending on the candidate – some may prefer, where appropriate, to address one organisation in full and then the other; others may be able to synthesise the information to provide a more holistic textual comparison. Whatever approach is taken, however, the booklet should include the following in order to provide sufficient evidence for all the assessment criteria:

- ✓ Title page
- ✓ Index
- ✓ Introduction - description of purpose and audience of booklet
- ✓ Text including identification of two business organisations and their key activities
- ✓ A critical comparison of the objectives of the two business organisations
- ✓ A review of the main functional areas within business organisations
- ✓ An analysis of how the main functional areas within business organisations interact (e.g. Administration and IT; Marketing and Product Design). A suitable diagram may be useful.
- ✓ A comparison of the organisational structures
- ✓ An analysis of how different structures can affect authority within an organisation
- ✓ A description of the roles and responsibilities within levels of a business organisation
- ✓ A critical comparison of the characteristics of internal and external stakeholders
- ✓ An analysis of how different stakeholders may have different aims and objectives
- ✓ An explanation of the impact that different stakeholders may have on a business

## Scope of permitted Model Assignment modification

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The model assignment is self-contained in its present form. The set of tasks form a coherent whole addressing all the Assessment Criteria [AC].

**No changes to the Assessment Criteria are permitted.** However, the model assignment can be changed in terms of the introductory scenario, which can be contextualised or amended. The scenario must still be set within a business context and must have a clear business purpose/objective.

The following would remain broadly the same, providing a common structure for the range of model assignments produced:

- individual learners' evidence for practical activities
- controls for task taking
- links to other unit assignments, learning and work experience

**If modifications are made to the model assignment it is up to the centre to ensure that all assessment criteria are adequately covered.**

## Checklist of types of evidence

When completing this model assignment it may be possible to generate evidence for completing a task in a variety of formats. This list is not exhaustive and will depend on the approach taken to complete the task or model assignment. In some cases the task will require a specific format for the outcome and this will be clearly marked in the table with these items in bold.

Task activity	Examples of evidence – specifically required items in bold	Assessment Criteria coverage
Producing the booklet	<ul style="list-style-type: none"> <li>• <b>Booklet of between 2,000 and 4,000 words</b></li> </ul>	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.1</li> <li>• 2.2</li> <li>• 3.1</li> <li>• 3.2</li> <li>• 4.1</li> <li>• 5.1</li> <li>• 5.2</li> <li>• 5.3</li> </ul>

# Model Assignment: Learner Information

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Q *Do I have to pass this assignment?*

A Yes. You must pass this assignment to achieve the unit.

Q *What help will I get?*

A Your tutor will help you when completing the OCR model assignment and will make sure that you know what resources/facilities you need and are allowed to use.

Q *What if I don't understand something?*

A It is your responsibility to read the assignment carefully and make sure you understand what you need to do and what you should hand in. If you are not sure, check with your tutor.

Q *Can I use other people's work?*

A No. The work that you produce must be your own and you may be asked to sign a declaration confirming this. You should never copy the work of other learners or allow other learners to copy your work. Any information that you use from other sources, e.g. books, newspapers, professional journals or the Internet must be clearly identified and not presented as your own work.

Q *Can I work in a group?*

A Yes. However, if you work in a group at any stage you must still produce work that shows your individual contribution.

Q *How should I present my work?*

A You can present your work in a variety of ways, e.g. hand-written, word-processed, on video. However, what you choose should be appropriate to the task(s) and agreed with your tutor. For some work, e.g. presentations, role-play, work experience, you will need to provide proof that you completed the task(s). A witness statement or observation sheet will usually be used for this. If you are unsure, check with your tutor.

Q *When I have finished, what do I need to hand in?*

A You need to hand in the work that you have completed for each task. Do not include any draft work or handouts unless these are asked for. When you hand in your work make sure that it has your name and the unit title clearly marked and that it is in the correct order for assessment.

Q *How will my work be assessed?*

A Your work will be marked by an assessor in your centre. The assessor will mark the work using the assessment objectives in the qualification specification. The work will then be sent to an OCR Moderator to ensure that assessors from all centres are marking correctly. You have not passed this unit until this is confirmed by OCR.

Q *Will my work be returned?*

A Submitted work will not be returned so please ensure you keep copies of everything you produce.

# Scenario

## EBP Booklet

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You are a senior administrator working within the schools' liaison office of your local Education Business Partnership (EBP). You have been asked to produce a booklet for school/college leavers, providing information on how business organisations are organised and operate. The EBP is keen to highlight within the booklet the differences between Small and Medium Enterprises (SMEs) and large business organisations.

Mark Fortune, the Chair, has sent you the following email.

### Education Business Partnership

To: Senior Administrator

From: Mark Fortune – Chairman

Subject: Improving business awareness of young people

As you may be aware, we at the EBP are continually looking at innovative ways of bringing local business and educational institutions together to improve the understanding of the needs of business for the benefit of the local, regional and national economy.

In order to take this forward, we have decided to produce a booklet aimed at raising awareness of business and industry across a broad range of school and college leavers.

We would like you to help produce the content of this booklet. It needs to contain information on **two** different types of organisations or businesses – one a SME and the other a large concern. These organisations can come from the private, public or voluntary sector.

We don't plan to spend too much time designing the booklet – we will employ our usual designer for this.

Many thanks

Mark

# The Task

## Producing the booklet

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**Assessment Criteria 1.1, 2.1, 2.2, 3.1, 3.2, 4.1, 5.1, 5.2 and 5.3**

### Your task is to:

- Produce the content for a booklet (2,000 – 4,000 words) which meets the requirements set out in the email from Mark Fortune. For **each** business or organisation (remember there must be two) you must:
  - ✓ Identify each business and its key activities
  - ✓ Critically compare the objectives of the two business organisations
  - ✓ Review the main functional areas within business organisations (e.g. Human Resources, Sales, Research)
  - ✓ Analyse how the main functional areas in business organisations interact (e.g. Administration and IT; Marketing and Product Design). It might be helpful to illustrate your explanation with a suitable diagram
  - ✓ Critically compare the organisational structures of the two chosen business organisations. You may find it helpful to produce an organisational chart for each business
  - ✓ Analyse how different structures within your two chosen businesses can affect authority
  - ✓ Describe the roles and responsibilities of selected individuals at different levels within one of your chosen business organisations
  - ✓ Critically compare the characteristics of internal and external stakeholders within one of your chosen business organisations
  - ✓ Analyse how different stakeholders within one of your chosen business organisations may have different aims and objectives
  - ✓ Explain the impact that different stakeholders may have on one of your chosen business organisations.

Your evidence will be the content for the booklet.

# Learner Evidence Checklist

OCR Administration (Business Professional)

**UNIT 16 (LEVEL 3)****UNDERSTANDING FUNCTIONS AND ROLES WITHIN BUSINESS ORGANISATIONS**

LEARNER NAME: \_\_\_\_\_

CENTRE NUMBER: \_\_\_\_\_

Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Booklet of between 2,000 and 4,000 words	
<input type="checkbox"/> Other (please give details)	

I confirm that the items listed above are attached. These have been assessed and provide sufficient evidence to demonstrate that the learner has achieved all of the assessment criteria for this unit.

Signed: \_\_\_\_\_

Name and position \_\_\_\_\_

Date: \_\_\_\_\_