

Unit Title:	Implement, monitor and maintain administrative services
OCR unit number	417
Sector unit number	Y/601/2572
Level:	4
Credit value:	7
Guided learning hours:	15

Unit purpose and aim

This unit is about implementing administrative services, monitoring these services to make sure they are being used correctly, informing and supporting users of the systems, and making adjustments to the services to improve their performance.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to implement administrative services</p>	<p>The Learner can:</p> <p>1.1 Explain the purpose of having limits to own authority in relation to the implementation and monitoring of administrative services</p> <p>1.2 Explain who may be involved in implementing or making changes to administrative services in an organisation</p> <p>1.3 Explain the purpose and benefits of having systems and procedures to support administrative services</p> <p>1.4 Explain who may be affected by changes to existing administrative services or the implementation of new services in an organisation</p> <p>1.5 Describe ways of communicating implementation plans and changes to administrative services</p> <p>1.6 Identify legal and regulatory requirements</p>	<p>Learning outcomes 1 to 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.</p>

	<p>relevant to administrative services</p> <p>1.7 Explain the purpose and benefits of involving people in planning how administrative services will be implemented</p> <p>1.8 Describe how to involve people in planning how administrative services will be implemented</p> <p>1.9 Explain how to develop plans for implementation</p> <p>1.10 Explain how to negotiate and agree plans and changes with people</p> <p>1.11 Explain the purpose of providing support to users</p> <p>1.12 Explain the types of support available and how to choose and provide different types of support</p> <p>1.13 Explain how to identify possible disruptions to work output and the working environment, and reasons for doing so</p>	
<p>2. Understand how to monitor administrative services</p>	<p>2.1 Explain the purpose of checking administrative services to make sure they are being used correctly</p> <p>2.2 Describe ways of checking administrative services, and when to use them</p> <p>2.3 Describe what types of action to take if services are not being used correctly</p> <p>2.4 Explain how to decide what action to take</p>	
<p>3. Understand how to maintain administrative services</p>	<p>3.1 Describe ways of encouraging users to comment and make suggestions</p> <p>3.2 Explain how to select ways of encouraging comment and suggestions</p> <p>3.3 Explain what is meant by valid and reliable</p>	

	<p>information on administrative services and ways of collecting it</p> <p>3.4 Explain how to use information to evaluate the effectiveness of administrative services</p> <p>3.5 Explain the purpose of having limits on own authority for making improvements</p> <p>3.6 Identify people in an organisation to whom recommendations for improvements to administrative services should be made, when outside limits of own responsibility</p>	
<p>4. Be able to implement administrative services for an organisation</p>	<p>4.1 Make a plan with users for implementing administrative services</p> <p>4.2 Negotiate and agree a plan for implementing of administrative services</p> <p>4.3 Communicate an agreed plan and any changes to stakeholders</p> <p>4.4 Make changes to a plan from feedback given, as required</p> <p>4.5 Make sure all those involved in implementing a plan understand their roles and responsibilities</p> <p>4.6 Make sure a plan meets legal and regulatory requirements, as needed</p> <p>4.7 Provide support to users so they can use the administrative services and procedures</p> <p>4.8 Plan and take action, as needed, to minimise disruptions to work activities and the work environment during implementation</p> <p>4.9 Follow a plan to implement administrative services</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to implement, monitor and maintain administrative services.</p>

5. Be able to monitor administrative services	5.1 Monitor administrative services for correct use 5.2 Take action, as needed, where administrative services are not being used correctly	
6. Be able to maintain administrative services	6.1 Encourage users to comment on administrative services and to make suggestions for improvement 6.2 Collect valid and reliable information about the use of administrative services 6.3 Use feedback from users and information collected to evaluate administrative services provided, and identify areas for improvement 6.4 Make improvements to administrative services within limits of own authority 6.5 Make sure improvements to administrative services follow legal and regulatory requirements, as necessary 6.6 Communicate improvements to all involved 6.7 Make recommendations for improvements to administrative services which are outside limits of own authority	

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Draft plans relating to implementation of administrative services
- Minutes of team meetings relating to implementation of administrative services
- Presentations
- Consultation documents
- Records of communications with staff
- Agreed implementation plans
- Roles and responsibilities of staff involved
- Staff training schedules
- Administrative guides
- Monitoring records
- Surveys, questionnaires relating to administrative services
- Minutes of 1 to 1 meetings
- Evaluation reports with recommendations for improvements
- Development plans to improve administrative services
- Implementation of improvements
- Communications relating to recommendations outside of own remit

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA122 Implement, monitor and maintain administrative services

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.gcda.gov.uk/15565.aspx>

Functional Skills Standards					
English	Mathematic	s	ICT		
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .