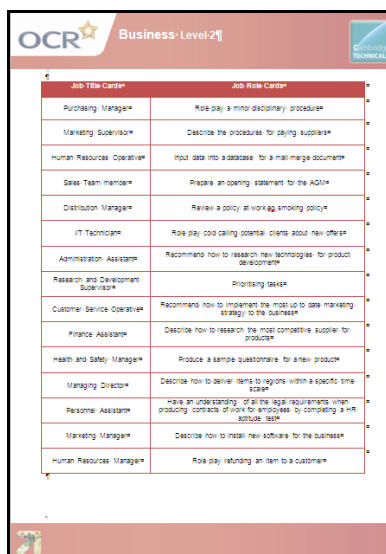


Unit 4 – People in organisations

Matching Job Titles and Tasks

Instructions and answers for Teachers

These instructions should accompany the OCR resource 'Matching Job Titles and Tasks', which supports OCR Level 2 Cambridge Technical Certificate in Business Unit 4 – People in organisations



Job Title Card	Job Role Card
Purchasing Manager	Role play a minor disciplinary procedure
Marketing Supervisor	Describe the procedure for paying suppliers
Human Resources Operative	Input data into a database for a mail merge document
Sales Team member	Prepare an opening statement for the AGM
Distribution Manager	Review a policy on workplace smoking policy
IT Technician	Role play cold calling potential clients about new offers
Administration Assistant	Recommend how to research new technologies for product development
Research and Development Supervisor	Prioritising tasks
Customer Service Operative	Recommend how to implement the most up to date marketing strategy to the business
Finance Assistant	Describe how to research the most competitive supplier for production
Health and Safety Manager	Produce a sample questionnaire for a new product
Marketing Director	Describe how to deliver items to regions within a specific time scale
Personnel Assistant	Have an understanding of all the legal requirements when producing contracts of work for employees by completing a HR attitude test
Marketing Manager	Describe how to install new software for the business
Human Resources Manager	Role play returning an item to a customer

Associated Files:
Matching Job Titles and Tasks

Expected Duration:
Task 1 approx. 20 minutes

This activity will enable learners to be able to recognise the skills and knowledge needed to fulfil certain job tasks within a business.

In groups, learners could complete a card sorting activity prepared by the teacher.

They could be provided with a number of cards identifying different job titles and a number of cards defining tasks which interviewees may be asked to demonstrate at interview.

For example, an 'Administrator' card could be matched up to a card which includes tasks such as 'desk exercises carrying out filing tasks, using Word or Excel to produce documents'; a 'Customer Services' card could be matched up with 'role play dealing with a difficult customer' etc.

Learners could be given the opportunity to match up a variety of job titles with a range of assessed tests/exercises/role plays interviewees may be expected to undertake.



Job Title Cards	Job Task Cards
Purchasing Manager	Describe how to research the most competitive supplier for products
Marketing Supervisor	Produce a sample questionnaire for a new product
Human Resources Operative	Role play a minor disciplinary procedure
Sales Team member	Role play cold calling potential clients about new offers
Distribution Manager	Describe how to deliver items to regions within a specific time scale
IT Technician	Describe how to install new software for the business
Administration Assistant	Input data into a database for a mail merge document
Research and Development Supervisor	Recommend how to research new technologies for product development
Customer Service Operative	Role play refunding an item to a customer
Finance Assistant	Describe the procedures for paying suppliers
Health and Safety Manager	Review a policy at work eg smoking policy
Managing Director	Prepare an opening statement for the AGM
Personnel Assistant	Prioritising tasks
Marketing Manager	Recommend how to implement the most up to date marketing strategy to the business
Human Resources Manager	Manage the production of contracts of work for employees

LESSON *Elements*

The building blocks you need to construct informative and engaging lessons

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