

Model Assignment
Issued September 2017
Level 4 Diploma in Business and Administration

Unit 1 – Supporting business activities

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.

The Ofqual Unit Reference Number is: **A/503/6143**

This OCR model assignment remains live for the life of this unit.

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Model Assignment: Tutor Information

Level 4 Diploma in Business and Administration

Unit 1 – Supporting business activities

Introduction

Candidates are expected to evidence the application of knowledge in their own working environment. Where this is not possible candidates can choose an organisation in which to apply their knowledge providing this will allow all assessment criteria to be met.

Evidence can be presented in a number of ways which can be determined by the centre. These decisions should take into account the accessibility of the assessment requirements by individual candidates and the bespoke nature of a candidate or candidate group.

Evidence could be presented through assessed presentations, assessor observations, professional discussions or word processed documents. All evidence submitted must be legible.

For further guidance on what evidence is required please refer to the Evidence Checklist, which must be used in conjunction with this Model Assignment.

Candidates may be able to draw on previous experiences to demonstrate they can meet the assessment criteria. In this instance a professional discussion supported by applicable documentation could be accepted as suitable and adequate evidence, on the provision that all relevant assessment criteria are met. However, where higher level skills such as analysis and evaluation are required it is anticipated that this will be proven through additional evidence.

Evidence from related NVQ units from the Level 4 National Standards can be used to infer understanding of this unit's content where appropriate.

The tasks have been designed so that all of the assessment criteria in this Unit are addressed.

These guidance notes must be used in conjunction with the unit specification, Centre Handbook and Evidence Checklist.

Introduction for Learners

The aim of this unit is to develop an understanding of activities which support a range of business functions from administrative tasks, through the complexities of project management to effective diary and time management. This will lead to analysis and evaluations which will inform improvements to future workplace practice.

Below you will find a scenario which will help enable you to demonstrate you have sufficient understanding of this unit's content to meet the unit aim.

This assessment is made up of four tasks. Each task has a set of instructions which you must follow. You should refer to the Evidence Checklist to ensure that you include all the evidence required to meet the assessment criteria and learning outcome for this unit.

Do not submit any assessment which does not include sufficient evidence to demonstrate you can meet each of the assessment criteria. If you were to do this then you would not pass this unit.

There are opportunities for synoptic assessment within the scenario where one or more assessment criterion from the same or another unit may be met partially or in full.

Included on page 8 is a list of key assessment words which will help you to understand what is expected of you.

The Tasks

Scenario

The Senior Management Team (SMT) of your organisation has made a strategic business decision to relocate their head office to a business park.

You have been tasked with project managing this relocation and have been specifically requested to;

- project manage the move
- liaise with internal and external individuals and groups who have an interest in the project
- maintain an effective diary and project planning system
- ensure there is an effective communication process in place to keep all staff informed
- organise and manage all meetings
- revise the current filing system
- consider introducing a computerised stock control system.

Synoptic assessment opportunity (Unit 8 AC 2.1, 2.2 and 2.3) consider the new office environment and layout

Task 1

This task relates to assessment criteria 3.1, 3.3 and 3.4.

You are to hold a range of meetings:

1. The first will be a discussion with staff and managers to discuss the office relocation.
2. You will hold further meetings project team members to monitor progress.
3. Meetings will be held with relevant managers to report progress and any issues which may arise.

You must demonstrate that you have a good understanding of the;

- importance of meetings as a method of communication
- types of formal and informal meetings and their purpose
- support which is needed to help organise and run a meeting
- different types of statutory meetings and how they must be administered.

Task 2

This task relates to assessment criteria 1.4, 4.1, 4.2, 4.3, 5.1, 5.2 and 5.3

You are to project manage the office relocation project as effectively and efficiently as possible.

To demonstrate you have the knowledge and understanding to be able to deliver the project on time and to budget you will need to demonstrate a good understanding of;

- project management principles
- the stages of a project life cycle
- the role of HR managers in the creation and disbandment of the project team
- the role of the project manager in leading and managing project teams
- how to effectively manage diaries as part of managing projects
- the reasons why projects may fail
- the importance of monitoring and evaluating projects and project management techniques.

Task 3

This task relates to assessment criteria 1.1, 1.2, 1.3, 2.1, 2.2 and 2.3.

The instructions you received from the SMT required you to introduce:

- the office environment and layout
- a computerised stock control system.

You were also tasked with revising the filing system.

To demonstrate you have the knowledge and understanding to be able to integrate a new filing system, a new stock control system and new office layout into your project plans you will need to demonstrate a good understanding of factors to be considered when;

- setting up filing systems
- stock control and purchasing systems
- designing the new office layout in order to optimise space usage.

Task 4

This task relates to assessment criteria 3.2 only.

Senior management have amended their requirements since the original project requirements were identified.

All of the plans are in place but before the office relocation has taken place you are required to hold an event which aims to communicate why the move is happening and the benefits of the relocation to all employees and external representatives from suppliers and customers. The event will also be used to establish the organisation's brand image.

To demonstrate you have the knowledge and understanding to be able to plan and organise this event you will need to demonstrate understanding of;

- promotional activities and branding
- event management
- the relationship between branding and promotion
- how events can be used to promote the brand.

Glossary

Analyse	<i>Break a topic or issue down into parts and look at part in depth by considering questions such as “Why did x happen?”, “How did x affect the outcome?” Use evidence which supports and counters the argument and how they interrelate.</i>
Assess	<i>Consider how relevant, useful and effective something is in a given scenario. Both the positive qualities and the drawbacks are considered and a final justification for the decision or decisions must be provided.</i>
Compare/contrast	<i>Identify similarities and differences between two or more things or points of view. Identify those similarities or differences which are more important than others for the circumstances you are analysing.</i>
Describe	<i>Give an account, including all the relevant characteristics, qualities, or events.</i>
Discuss	<i>This is a written version of a debate. The case for and against a point of view or event including the advantages and disadvantages must be put using well-structured arguments. It must end with a conclusion.</i>
Explain	<i>To give account of the purposes or reasons for something.</i>
Explore	<i>Use a questioning approach, considering different points of view of an incident or issue, in order to come to a final view point.</i>
Identify	<i>This includes recognising, listing or naming of characteristics or key points to be considered; at level 4 this should also include the reasons for their inclusion in the list, etc.</i>
Evaluate	<i>An evaluation requires a verdict at the end of the research on whether the author agrees with the evidence and the justification for the decision. Therefore this incorporates a detailed investigation/exploration of different facets of the task. At level 4, this is unlikely to be less than a page of argument.</i>
Outline	<i>A short description of the main characteristics/points of an issue or subject. This should include interrelationships, without going into the minute detail of each one.</i>