Unit Title:	**Principles of business administration**
OCR unit number:	6
Level:	1
Credit value:	3
Guided learning hours:	13
Unit reference number:	F/506/1805

Unit aim and purpose

This unit aims to develop knowledge and understanding regarding the principles of business administration. Upon completion of this unit, learners will know how to meet and welcome visitors in a business environment, know how to provide mail services, and know how to use office equipment.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to meet and welcome visitors in a business environment	**The Learner can:** 1.1 State the different ways in which to make visitors welcome 1.2 State the importance of dealing with visitors promptly and courteously 1.3 Outline the purpose of recording visitors' arrival and departure 1.4 Describe possible health, safety and security requirements relevant to visitors' arrival 1.5 Describe the different types of needs that visitors may have 1.6 Describe ways of dealing with challenging behaviour from visitors	
2 Know how provide mail services	2.1 State what is meant by "junk" mail 2.2 State the factors to be taken into account when choosing postage methods 2.3 Describe different methods of paying postage charges 2.4 Outline the purpose of a franking machine 2.5 State the different types of mail used in business	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	2.6 State why it is important to distribute and dispatch mail efficiently and to the correct persons	
3 Know how to use office equipment	3.1 Describe the features and uses of different types of office equipment 3.2 State why it is important to adhere to **manufacturers' instructions and organisational procedures** when using office equipment 3.3 Describe how equipment and the work area should be left after use 3.4 Describe ways to minimise waste in the use of resources	**Manufacturers' instructions** may include: • Instruction leaflets • Safe and best practice usage guidelines **Organisational procedures** may include: • Occupational health assessments and guidelines • Training sessions • Manager's instructions • Memoranda

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAC311 CFABAA612 CFABAA231	• Meet and welcome visitors • Handle mail • Use office equipment

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 .

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