

Model Assignment

Issued September 2011

OCR Administration (Business Professional)

UNIT 29 (LEVEL 4) - TRAIN AND DEVELOP STAFF

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
03966	OCR Level 4 Award in Administration (Business Professional)	500/6488/5
03967	OCR Level 4 Certificate in Administration (Business Professional)	500/6489/7
03968	OCR Level 4 Diploma in Administration (Business Professional)	500/6490/3

The QCA Accreditation Number for this unit is: L/502/3865

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

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Model Assignment: Tutor Information

OCR Administration (Business Professional)

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Introduction to the Tasks

The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world. In this assessment learners need to supervise an assistant to enable them to meet the requirements of the unit.

A scenario and related tasks have been provided in order to show the scope of the assessment required. It may be possible to run this assessment using the scenario and simulation or role play for the tasks but this would require the tutor and the person playing the Training Assistant, Heidi Schmidt, to make up a great deal of information. The final task in particular, in which training is monitored and evaluated, presents difficulties for maintaining a realistic environment.

The assignment would be much more effective if run in a real workplace and the tasks adapted accordingly.

There are three options for the setting in which the learner may carry out the tasks, all of which must enable the learner to work at a senior administrative level in order to provide valid evidence:

- an existing working environment, whether permanent or temporary
- a work placement of substantial duration
- a realistic working environment (RWE) or model office.

The tasks have been designed so that all of the assessment criteria in Unit 29 are addressed.

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

The Tasks

Task 1: Plan and conduct a staff development review

Assessment Criteria 1.1, 1.2, 1.3, 1.4 and 1.5 are assessed in this task.

In this task the learner will conduct a development review interview with the Training Assistant. The learner is working as the Training Administrator and is responsible for the Training Assistant.

Learners are encouraged to draw up a checklist of questions or design a questionnaire that they can use during the staff development interview. This should identify the questions that are to be asked during the interview based on the scenario, the organisation and departmental objectives and the current and future expected competencies of the Training Assistant. The learner will need to refer to the Training Assistant's existing objectives and competencies and the departmental objectives, which can be drawn from the scenario.

As well as the objectives determined by the role, the learner should try to identify what motivates the Training Assistant and what their personal development objectives are.

The learner should arrange a suitable time and location with the Training Assistant for the interview to take place. A suitable room should be booked so that the review can take place in a realistic setting.

During the interview the learner should explain the purpose of the review process and encourage the Training Assistant to contribute to the discussion. They could ask the Training Assistant to complete a SWOT analysis or another suitable tool so that this information can be discussed during the interview. The Training Assistant should be encouraged to evaluate their own performance against their own previously agreed objectives and identify their own training and development needs. With the learner's help the training and development needs should be identified, agreed and recorded in a suitable manner which links the training assistant's personal objectives to the organisational/departmental objectives. At the end of the interview the recording documents should be agreed and signed.

Evidence will be the interview questions and related notes, a Witness Statement or video and a record of the discussion including agreement on how training needs will be addressed.

Task 2: Develop and prepare an appropriate training program

Assessment Criterion 2.1 is assessed in this task.

In this task the learner will prepare the training program for the Training Assistant to follow. The training program will be based on the information gained from Task 1.

The learner will need to investigate and identify suitable suppliers of training to meet the Training Assistant's needs – this could include internet research, research into local training providers or

courses which are run within their own organisation. The learner will need to find out how the training will meet the requirements of the Training Assistant. They will also need to investigate costs, time and resources required to meet requirements. Once they have obtained this information they will then need to seek authorisation from the budget holder for the training program to proceed. This could be via discussion or email/letter/report.

Evidence will be notes from the research, the training program and email or other confirmation showing authorisation for the training program to proceed.

Task 3: Monitor and evaluate training

Assessment Criterion 3.1 is assessed in this task.

In this task the learner will monitor and evaluate the training that the Training Assistant has completed.

The learner will need to carry out a post-training evaluation with the Training Assistant to find out how effective the training has been and how it has met her requirements. Once the information has been obtained the learner should produce a short evaluative report for the budget holder showing findings.

Evidence will be the learner's notes, an updated training program, a Witness Statement or video and an evaluative report.

Scope of permitted Model Assignment modification

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
Task 1 Plan and conduct a staff development review	<ul style="list-style-type: none"> • Interview questions • Notes • Witness Statement or video • Record of discussion including agreement on how training needs will be addressed 	<ul style="list-style-type: none"> • 1.1 • 1.2 • 1.3 • 1.4 • 1.5
Task 2 Develop and prepare an appropriate training program	<ul style="list-style-type: none"> • Notes from the research • Training program • Email or other confirmation showing authorisation for training program to proceed 	<ul style="list-style-type: none"> • 2.1
Task 3 Monitor and evaluate training	<ul style="list-style-type: none"> • Updated training program • Witness Statement or video • Notes • Report 	<ul style="list-style-type: none"> • 3.1

Witness Statement – Task 1

This form is to be used to testify or corroborate what has actually been observed.

Witnesses are people who can comment on work/performance/activities and can be:

- A qualified tutor/assessor
- Someone who has competence in the subject and a knowledge of the evidence requirements of the qualification.

AC 1.1, 1.2, 1.3, 1.4 & 1.5	Task 1 – Plan and conduct a staff development review
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 1.1 Plan for staff development review interviews	
Assessor comments	
Assessment Criterion 1.2 Conduct staff development review interviews in accordance with organisational procedures	
Assessor comments	

Assessment Criterion 1.3 Assist the interviewee to evaluate their own training and development needs	
Assessor comments	
Assessment Criterion 1.4 Agree on how training needs will be assessed in accordance with organisational requirements	
Assessor comments	
Assessment Criterion 1.5 Record the outcome of the staff development review interviews	
Assessor comments	

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GENERAL COMMENTS	

I confirm that the learner above has achieved each of the Assessment Criteria listed whilst performing the tasks above.

Signed (Witness): _____

Name and position _____

Date: _____

Witness Statement – Task 3

This form is to be used to testify or corroborate what has actually been observed.

Witnesses are people who can comment on work/performance/activities and can be:

- A qualified tutor/assessor
- Someone who has competence in the subject and a knowledge of the evidence requirements of the qualification.

AC 3.1	Task 3 – Monitor and evaluate training
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 3.1 Evaluate the implemented training programs	
Assessor comments	

GENERAL COMMENTS

I confirm that the learner above has achieved each of the Assessment Criteria listed whilst performing the tasks above.

Signed (Witness): _____

Name and position _____

Date: _____

Model Assignment: Learner Information

OCR Administration (Business Professional)

UNIT 29 (LEVEL 4) - TRAIN AND DEVELOP STAFF

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 is 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

Train and Develop Staff

You are currently working as the Training Administrator in the Human Resources (HR) department for Finchale Limited which manufactures lighting products. Finchale's HR strategy is to promote a competency framework and performance management system to develop the skills, knowledge and behaviours needed to grow the business.

Your role includes providing advice and support on appraisal, training and absence management. You are also responsible for sourcing and recommending appropriate training programmes for Finchale's employees.

You are responsible for a Training Assistant (Heidi Schmidt) whose duties include logging requests for training on the training database and booking employees on courses. She also helps you to source relevant courses following an approved training request and provides and monitors evaluation forms. Heidi has only been in post for six months and this is her first job since leaving school. Although she has reasonable communication and administrative skills, she is disorganised and struggles as a team player. She feels her tone could be more professional over the telephone and has requested some training in this area.

Tasks

Task 1: Plan and conduct a staff development review

Assessment Criteria 1.1, 1.2, 1.3, 1.4 and 1.5

Your task is to:

- prepare for a staff development review with Heidi Schmidt by drawing up some questions which you can use during the interview
- conduct the development interview with Heidi.

During the interview you should:

- ✓ Explain the purpose of the review process
- ✓ Encourage Heidi to contribute to the discussions and to evaluate her own performance, training and development needs in line with her own objectives and those of the organisation
- ✓ Encourage Heidi to assist in the planning of how identified training needs can be met
- ✓ Agree on how the training needs will be addressed
- ✓ Record and agree the outcomes from the interview.

Your evidence will be:

- your notes and interview questions
- a Witness Statement or video
- a record of the discussion, including agreement on how training needs will be addressed.

Task 2: Develop and prepare an appropriate training program

Assessment Criterion 2.1

Your task is to:

- prepare the training program for Heidi following on from the meeting in Task 1
- investigate and identify suitable suppliers of training to meet Heidi's identified needs
- seek authorisation from the budget holder for the training program to proceed.

Your evidence will be:

- the training program
- notes from the research into different suppliers/sources of training
- email or other confirmation showing authorisation for the training program to proceed.

Task 3: Monitor and evaluate training

Assessment Criterion 3.1

Your task is to:

- monitor and evaluate the training that Heidi has completed by carrying out a post-training evaluation
- produce a short evaluative report for the budget holder showing your findings.

Your evidence will be:

- your notes
- an updated training program
- a Witness Statement or video
- your report.

Learner Evidence Checklist

OCR Administration (Business Professional)

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LEARNER NAME: _____

CENTRE NUMBER: _____

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> interview questions	
<input type="checkbox"/> notes	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> video	
<input type="checkbox"/> other (please give details) _____	

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> notes from the research	
<input type="checkbox"/> training program	
<input type="checkbox"/> email or other confirmation showing authorisation	
<input type="checkbox"/> other (please give details) _____	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> notes	
<input type="checkbox"/> updated training program	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> video	
<input type="checkbox"/> report	
<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:
