

Candidate Style Answers

OCR Administration (Business Professional)

Unit 15 (Level 3) – Producing Complex Business Documents

Task 1 – Understanding and summarising the issue

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification for teaching from September 2011.

OCR has produced this candidate style answer to support tutors in interpreting the assessment criteria and the model assignment for Unit 15, Task 1 – Understanding and summarising the issue.

This content has been produced to illustrate how task 1 might be answered and to provide some commentary on what factors contribute to a candidate achieving a pass or fail.

The candidate style answers are available to demonstrate what “good” evidence might include, supported by examiner-moderator commentary and conclusions.

Please note that this resource is provided for advice and guidance only and should not be replicated by candidates to submit as evidence.

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Task 1: Understanding and summarising the issue

In this task, learners are required to answer the questions set and produce their response in the form of a report.

The learner needs to include the following as part of this task:

- Identify the purpose of the documents. For example, the purpose of Document 1 is to complain; Document 2 to inform / advise; Document 3 has a mixed purpose – to inform but also to make readers see newspaper as ‘fighting for them’.
- Indicate how the Council could be perceived e.g. negatively from Document 1; Document 3 presents the Council both positively and negatively.
- Give a breakdown of key points in chronological order e.g. what was the initial problem, how did the Council respond.
- Consider the extent to which the Council has complied with its Repairs policy – indicating ways in which it does and ways in which it does not.

- Offer recommendations re additional actions e.g. review of particular care, investigation into whether this is a one-off or ongoing problem.
- Format the report with expected conventions followed e.g. heading, date, sub-headings etc.

Task 1 covers assessment criteria:

- 1.1 Analyse the purpose and characteristics of different business documents, taking into account the needs of the audience**
- 2.1 Draw conclusions from the content of business documents by extracting and analysing information**
- 3.1 Produce business documents that comply with the requirements of a business environment**

Moderator's Comments

The candidate's work below is a **good** example of what candidates should be submitting as evidence for this task. All of the points raised in Olive Wilson's instructions provided in task 1 have been addressed in the report.

The candidate has clearly identified the purpose of each document and indicated how each document could portray the council in a positive/negative light. The candidate has extracted relevant information to identify the key points of Judy Weiss' letter and the actions taken to date. The report is well constructed and presented in a clear and logical way with an introduction, recommendations and conclusions.

The evidence **meets** the assessment criteria and the grade would be upheld by the moderator.

REPORT ON CONCERNS ABOUT REPAIRS

This report was requested by Olive Wilson and the purpose of the report is to provide information relating to the complaint received from Judy Weiss of flat 302 Bonnington Terrace, Westchester regarding a faulty toilet following refurbishment.

1 THE DOCUMENTS

Document 1

The purpose of this document is to make a complaint. The tenant is seeking to inform the council of the full details of the fault, the issues she has faced, and seeks a resolution to the problem and compensation for alleged damage to fixtures and fittings.

Publication of the letter, following the article in the Gazette, could give the public the impression that the comments made by the tenants' association are true and imply the council is trying to cover up or lie about the success of the refurbishment project (Amy Ayomola's comments).

Document 2

The council's summary of tenants' right to repairs is to inform and advise both tenants and staff on what is required from both parties with regard to repairs and faults. This document will demonstrate why the council has come 54th out of 72 in the rankings for tackling non-urgent repairs.

Document 3

This document is to inform and show the press is looking after and promoting the interests of the general public, in this case tenants.

The article is addressing an issue close to the public interest and encouraging debate and action from the council. On the one hand the Gazette has given a good impression of the council by announcing the Council's ranking in local government league tables, but at the same time challenging the ranking by quoting negative comments from the tenants' association. The public perception will be that the council is doing just what is necessary and rushing the refurbishment through at a poor standard in order to look good.

2 JUDY WEISS' LETTER

The issues and actions taken:

- The toilet began to smell in summer
 - We visited but did not believe there was a problem

- A leak then appeared at the back of the toilet
 - We added this to the non-urgent list for dealing with later but did not visit, although JW reported that it had worsened.

- Water then began to pour out of the toilet bowl and wall when the toilet was flushed
 - We did visit, the water supply was turned off and JW was advised to use the toilet in the corridor.

- Toilet could then not be used as water supply to it turned off.
 - The toilet has been left like this for two weeks.

- Tenant alleges damage to skirting boards, carpet and floor tiles as a result of the leak.
 - This has not yet been investigated by us.

The tenant did not believe the initial fault was fully investigated, nor when the situation worsened was it re-classified as urgent. She believes a further visit to the property did not happen quickly enough and that she should not have been left without an inside toilet for so long.

The tenant would now like the toilet to be repaired as soon as possible, repairs undertaken to the skirting board and compensation given for damage to the carpet which she alleges has been caused by the constant leakage of water.

3 COMPLIANCE WITH REPAIRS POLICY

Initially, the issue was dealt with according to the Repairs policy in that a visit did appear to take place quite quickly. However, once the issue of leaking water was reported, this should have moved to a high priority situation and been dealt with within 10 working days. As the tenant has been using an external toilet for two weeks, this would appear not to be the case. This situation might be classified as urgent by some as it is potentially 'affecting the tenant's right to enjoy her property'.

4 THE REPAIRS POLICY

In consideration of the above, I would recommend the following:

- Amend the policy to state a deadline for carrying out permanent repairs rather than 'as soon as possible'
- Tenants should also be advised to contact the council again within 6 months should the situation deteriorate
- Follow-up procedure to ascertain if repairs have been dealt with
- Audit of all repairs undertaken every 6 months to ensure policy is being adhered to adequately and further instances of the nature described in Miss Weiss' letter are not recurring.

Lucy James
Senior Administrator

15 August 2011