

Candidate Style Answers

OCR Administration (Business Professional)

Unit 2 (Level 1) – Creating Business Documents

Task 6 – Produce an email

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification.

OCR has produced these candidate style answers to support tutors in interpreting the assessment criteria and the model assignment for Unit 2, Task 6 – Produce an email.

This content has been produced to illustrate how task 6 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” and “poor” 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 6: Produce an email

In this task, learners need to produce an email on an email form.

To evidence this task, learners need to produce the email requested, using the information provided and ensure their email is accurate. They should ensure that they use the appropriate communication style.

Task 6 covers assessment criteria:

3.1 – Produce routine business document using the appropriate communication style

3.2 – Check documents for accuracy

Good Evidence

Moderator's Comments

The email below is a **good** example of how an email should be constructed. The email demonstrates good business practice by using a formal greeting with an informal close for an internal email. The information in the body of the email is clearly explained, factual and in a logical order. As there are no errors, it is evident that the email has been checked by the learner for accuracy.

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

From:	admin@monarchtours.biz
To:	Gideon.jenkins@monarchtours.biz.uk
Sent:	23/11/2010
Subject:	Staff discount voucher

Dear Gideon

Suzie has asked me to email you regarding the use of the staff discount voucher. She has looked into the company policy and it is acceptable for you to use the voucher on your trip to Normandy.

If you do use the voucher, you will be expected to help the drivers and couriers from time to time if required.

If you have any further questions then please let me know.

I hope you enjoy your trip.

Kind regards

Karen

Karen Smith
Junior Administration Assistant

Poor Evidence

Moderator's Comments

The email below is a **poor** example of evidence for this task. The learner has not used the correct email address and the subject heading is blank. The appropriate communication style has not been used and the content of the email is weak. The learner has also used text speak which is not acceptable in a business document. It is evident that this email has not been checked for accuracy – where errors are identified by the tutor, the learner is required to make the necessary corrections/amendments prior to submission.

The evidence does not meet the assessment criteria and the grade would not be upheld by the moderator.

From:	admin@monarchtours.biz
To:	<u>Gidian.jenkins@monarchtours.biz.uk</u>
Sent:	23/11/2010
Subject:	
<p>Gidian</p> <p>U can use staff discount voucher 4 this.</p> <p>You will have to help the drivers and couriers though.</p> <p>cheers</p> <p>Sonia</p>	