

Unit aim

Administration (Business Professional)

Creating business documents

Unit Title:	Creating bu
OCR unit number:	2
Level:	1
Credit value:	3
Guided learning hours:	30
Unit reference number:	K/502/4005

The aim of this unit is for learners to develop the skills to identify and produce a variety of business documents.

Lea	rning outcomes	Assessment criteria		Knowledge, understanding and skills	
The 1	Learner will: Know that there are different types of business document	The 1.1.	Learner can: Identify different types of business document and when they might be used	• • •	Letter Memo Email Notice Advertisement
		1.2.	State why templates are used for some business documents		
2	Know why it is important to use the right communication style in business documents	2.1.	Give examples of when to use a formal or informal communication style	•	External letters Internal letters Email – internal and external
		2.2.	State why some businesses adopt a 'house style' for certain documents		

Learning outcomes	Assessment criteria	Knowledge, understanding and skills
3 Be able to produce routine business documents	3.1. Produce routine business documents using the appropriate communication style	Use accepted layouts and conventions, e.g.: Letter • Letterheaded paper (template or pre-printed paper) • Today's date • Recipient's name and address • Salutation • Subject heading • Complimentary close • Salutation/complimentary close in agreement Email • Template or pre-printed email form • Greeting • Recipient's email address • Subject heading • Today's date • Appropriate closure <u>Memo</u> • Template or pre-printed memo form • To/From/Subject heading • Today's date <u>Template or pre-printed</u> memo form • To/From/Subject heading • Today's date <u>Template or pre-printed</u> message form • Name of person to receive message • Name of caller, organisation, telephone/extension number • Time and date call received • Name of person taking call • Appropriate follow-up action identified, e.g. need to return call
	3.2. Check documents for accuracy	

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website <u>www.ocr.org.uk</u> .

Additional information

For further information regarding administration for this qualification, please follow the link to <u>OCR's Administration area</u>.