

Model Assignment

Issued September 2011

OCR Administration (Business Professional)

UNIT 12 (LEVEL 2) - ORGANISE BUSINESS TRAVEL AND ACCOMMODATION

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)
03952	OCR Level 1 Award in Administration (Business Professional)	500/6124/0
03953	OCR Level 1 Certificate in Administration (Business Professional)	500/6122/7
03954	OCR Level 1 Diploma in Administration (Business Professional)	500/6123/9
03956	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2
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

The QCA Accreditation Number for this unit is: Y/502/4713

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

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G353 11-09

Model Assignment: Tutor Information

OCR Administration (Business Professional)

UNIT 12 (LEVEL 2) - ORGANISE BUSINESS TRAVEL AND ACCOMMODATION

Photo Shoot in Marrakech

The tasks have been designed to enable learners to demonstrate their skills, knowledge and understanding of professional administration in the business world. Learners will need to be able to make business travel and accommodation arrangements within budgets and deadlines and to produce and collate travel documentation. They will also need to understand the importance of checking travel plans immediately prior to a journey.

Learners work as an administrator for Shoot Finder, a music video locations and production company based in Cambridge. The company specialises in sourcing locations and organising music videos and photo shoots for record companies. Learners are given a travel remit for two travellers and must select the most appropriate time for a train to Gatwick airport, appropriate return flights to Marrakech in Morocco, a suitable hotel for one night around Gatwick airport for a post-production meeting and one way car hire for the travellers' return journey to Cambridge. Learners must consider the budget given, as well as the other specific requirements of the travel remit.

Having sourced the best option for each requirement, learners must then book the travel and accommodation. Please note that this booking may be simulated through role plays or simulated email etc. However, the learner must perform all the steps that real travel and accommodation bookings would require and the evidence provided must show clearly that they have done so.

The tasks have been designed so that all of the assessment criteria in Unit 12 are addressed.

Please note: assessors may complete a Witness Statement for Tasks 2, 3 and 5 if they choose, although other items of evidence are acceptable (please see individual tasks). Assessors **do not** need to complete a separate Witness Statement for each task, although they may do so if they wish, if this fits better with how and when the tasks are performed and assessed.

However, a Witness Statement **must** be completed for each learner if this is the form of evidence being included for moderation and assessors must state clearly on each form which tasks and Assessment Criteria are being evidenced.

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

The Tasks

Task 1: Identify travel and accommodation requirements

Assessment Criterion 1.1 is assessed in this task.

Learners will need to understand how to identify the required travel details, by checking the travel remit and communicating with the travellers if appropriate. Learners will also need to have sufficient knowledge and understanding to prepare a suitable checklist.

Please note that all research for the next task (Task 2) will need to be undertaken using live sources. If the date of travel specified in the scenario and travel remit (7 June) is too far distant to enable sufficient options to be generated or candidates will not be available for assessment at this time, tutors may change the date of travel for a more suitable specific date before learners start these tasks. However, evidence submitted to the moderator must include a note to this effect detailing the specific date chosen.

Evidence for this task should be a checklist.

Task 2: Select the travel options and prepare a preliminary itinerary

Assessment Criteria 1.1 and 1.2 are assessed in this task.

Learners will need to understand how to select the most appropriate travel option and the importance of taking the budget into consideration. They should also have knowledge of itineraries and an understanding of the importance of checking with the traveller prior to making a booking.

Learners are required to identify the most appropriate train, flight, car hire and hotel for two travellers by carrying out suitable research e.g. web, telephone or a reference source. Learners are then required to produce a preliminary itinerary, which must be checked to ensure that a suitable selection has been made for the two travellers and that this selection is in line with budget requirements. Candidates should identify a minimum of two alternatives for each stage of the journey eg flight times, carriers, car hire, train times, hotels so that the selection can be checked.

Please note that all research for this task should be undertaken using live sources. If the date of travel specified in scenario and travel remit (7 June) is too far distant to enable sufficient options to be generated or candidates will not be available for assessment at this time, tutors may change the date of travel for a more suitable specific date before learners start Task 1. However, evidence submitted to the moderator must include a note to this effect detailing the specific date chosen.

Evidence for this task should be a photocopy or printout from the research, the preliminary itinerary and a witness statement, record of verbal communication or notes/emails to show that checking with the traveller has occurred.

Task 3: Make and confirm bookings

Assessment Criterion 1.3 is assessed in this task.

Learners will need to understand that confirming a booking should not be done until the traveller has approved the preliminary itinerary. Learners also need to have an understanding of what needs to be confirmed when making a booking e.g. times, flight numbers, prices, number of passengers etc.

Learners are required to make a booking of their chosen train, flight, car hire and hotel option. They should be encouraged to confirm all appropriate information as well as the most suitable method of payment.

Please note that although learners are required to make and confirm bookings under assessment criterion 1.3, this booking may be simulated through role plays or simulated email etc. However, the learner must perform all the steps that real travel and accommodation bookings would require and the evidence provided must show clearly that they have done so.

Evidence for this task should be detailed written confirmation, e.g. letter or email, or through a role play situation, a record of accurate verbal confirmation of the bookings or a Witness Statement.

Task 4: Produce documentation within appropriate timescales

Assessment Criterion 2.1 is assessed in this task.

Learners need to understand the importance of producing a final itinerary and collating travel documentation within an appropriate timescale. Knowledge of supporting travel documentation such as passports, tickets and maps is required.

Learners will need to produce a travel pack including a final itinerary as well as a travel documents checklist. Additional information could include brief notes on visas, local currency, time differences and approximate temperature for June (or the alternative date chosen by the tutor – see note in task 2 above) in Marrakech.

Evidence for this task should be an itinerary and travel documents checklist produced within an appropriate timescale, together with brief notes giving additional information.

Task 5: Check on travel plans

Assessment Criteria 3.1 and 3.2 are assessed in this task.

Learners need to understand the importance of checking on current travel situations and be able to communicate this information to travellers. Learners should know how to access suitable media to check travel situations.

Learners must check the current itinerary with the travel agent, either verbally or via email, and then communicate this information to the lead traveller. A role play simulation could be set up to cover these requirements.

Evidence should be a record of the sources of information used to check the travel situation and either a record of verbal communication, completed Witness Statement or note/email to the lead traveller together with confirmation that this was received.

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. However, 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 Identify travel and accommodation requirements	<ul style="list-style-type: none"> • Checklist 	Assessment Criterion <ul style="list-style-type: none"> • 1.1
Task 2 Identify the most suitable travel requirements, considering the budget. Produce a preliminary itinerary and liaise with the lead traveller	<ul style="list-style-type: none"> • Preliminary itinerary • Photocopy or printout of travel options • Audio record or • Witness Statement or • Notes/emails 	Assessment Criteria <ul style="list-style-type: none"> • 1.1 • 1.2
Task 3 Make and confirm the bookings	<ul style="list-style-type: none"> • Detailed written confirmation showing all bookings made accurately or • Audio record or • Witness Statement 	Assessment Criterion <ul style="list-style-type: none"> • 1.3
Task 4 Produce a confirmed itinerary and supporting documentation within appropriate timescales	<ul style="list-style-type: none"> • Confirmed itinerary • Travel documents checklist • Supporting information e.g., visa, local currency, time difference, approximate temperatures in Marrakech. 	Assessment Criterion <ul style="list-style-type: none"> • 2.1
Task 5 Check travel situation and update the lead traveller	<ul style="list-style-type: none"> • Record of sources • Audio record or • Witness Statement or • Note/email to lead traveller and confirmation that this was received 	Assessment Criteria <ul style="list-style-type: none"> • 3.1 • 3.2

Witness Statement – Tasks 2, 3 & 5

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	Task 2 – Identify travel options and prepare a preliminary itinerary
AC 1.3	Task 3 – Make and confirm bookings
AC 3.1 & 3.2	Task 5 – Check on travel plans

LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 1.1	
Identify business travel requirements following organisational procedures	
Assessor comments	Please comment on how the learner has communicated suitable options to the lead traveller and liaised accordingly to decide on the preferred option.
Assessment Criterion 1.2	
Prepare a preliminary itinerary for business travel	
Assessor comments	Please comment on how the learner has liaised with the lead traveller to agree that the preliminary itinerary is acceptable before booking.

Assessment Criterion 1.3 Make business travel bookings following organisational procedures	
Assessor comments	Please comment on the accuracy with which the booking was made and that a suitable method of payment was agreed.
Assessment Criterion 3.1 Confirm business travel prior to the journey	
Assessor comments	
Assessment Criterion 3.2 Relay updated information to the traveller	
Assessor comments	Please comment on how the learner has communicated with the lead traveller to update them.

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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: _____

Model Assignment: Learner Information

OCR Administration (Business Professional)

Unit 12 (Level 2) - Organise Business Travel and Accommodation

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

Photo Shoot in Marrakech

You work as an administrator for Shoot Finder, a music video location and production company. The company provides a specialist service to small record labels, both finding locations for music videos and photographic shoots and organising the shoots (video and photographic) once a location has been agreed.

Your duties as an administrator include various tasks such as photocopying, liaising with clients, diary handling, organising meetings and organising all company travel.

Shoot Finder has recently taken on a new client, a small record label who require a hot desert location in which to shoot a music video for a new band. After consultation, Marrakech in Morocco has been chosen. The client has a tight budget as the band is just breaking into the charts. This means Shoot Finder are only able to allocate a maximum budget of £2,000 for staff travel.

The band members will travel separately and this has been organised by the record label. Hotel accommodation in Marrakech for both the band and Shoot Finder staff has also already been booked; the hotel is providing free rooms in return for the hotel being featured as a backdrop for a section of the video.

At your team meeting, the following travel remit has been given to you:

Travel remit - Marrakech Shoot

Budget : £2,000 maximum, invoice Shoot Finder

Shoot Finder staff: Poppy McGarthy (Director and lead traveller)
Henrik Johansen (Cameraman)

Travel agent: Waves Travel
Pool Lane
Cambridge
CB1 9RR
Telephone: 01233 003322
Email: wavestravel@mail.com

Travel Details: Poppy and Henrik need a return flight from London Gatwick to Marrakech in Morocco, departing 7 June. They will be staying for 6 nights.

They would like a train from Cambridge to Gatwick to coincide with the outward bound flight.

On their return to Gatwick Airport, Poppy and Henrik will need a hotel for one night, so that they can get some well deserved rest and have a brief wrap-up meeting with the band and their record label representative the next morning. Poppy and Henrik each require an en-suite room in a hotel that has a rating of at least 3 stars – accommodation for the band at a separate airport hotel (which will also be the venue for the meeting) will be taken care of by the record label.

Poppy and Henrik would like to return to Cambridge later in the day and require one way car hire from Gatwick Airport.

Tasks

Introduction

In order to achieve this unit you are required to organise business travel and accommodation. This will involve you working independently to plan travel for Shoot Finder staff members (Poppy McGarthy and Henrik Johansen). You will identify the travel requirements, consider a budget, select the most appropriate travel/accommodation, make a booking, produce an itinerary and supporting documents. It is also important that the requirements are checked prior to departure.

Task 1: Identify travel and accommodation requirements

Assessment Criterion 1.1

From the travel remit, identify the travel and accommodation requirements for the photo shoot in Marrakech.

Your task is to:

- make some notes of what is required and produce a checklist.

Evidence for this task should be a checklist.

Task 2: Identify travel options and prepare a preliminary itinerary

Assessment Criteria 1.1 and 1.2

Your task is to:

- identify travel options for the Marrakech visit within the budget
- agree the best option with the lead traveller
- prepare the preliminary itinerary.

Evidence for this task should be a print out or photocopy of your travel and accommodation options and a preliminary itinerary. A completed Witness Statement, record of verbal communication or notes/emails should also be produced to show that checking with the lead traveller has occurred.

Task 3: Make and confirm bookings

Assessment Criterion 1.3

Your task is to:

- make and confirm the bookings, ensuring that details of the following are correct:
 - ✓ travel to Gatwick airport
 - ✓ flight number and the arrival/departure times for the outward bound flight
 - ✓ flight number and the arrival/departure times for the return flight
 - ✓ hotel chosen in Gatwick – two rooms
 - ✓ car hire – one way back to Cambridge
 - ✓ total cost.

You must also confirm a suitable method of payment to the travel agent.

Evidence for this task should be detailed written confirmation (e.g. letter or email) showing that all bookings have been made accurately.

Task 4: Produce documentation within appropriate timescales

Assessment Criterion 2.1

Your task is to:

- produce a travel pack which includes:
 - ✓ a confirmed itinerary
 - ✓ a travel documents checklist
 - ✓ supporting documentation for Marrakech e.g.
 - visa information
 - local currency
 - time difference
 - approximate temperature.

Evidence for this task should be an itinerary and travel documents checklist plus any supporting documentation to assist the travellers, produced within an appropriate timescale.

Task 5: Check on travel plans

Assessment Criteria 3.1 and 3.2

It is the date for departure and it is important that you check the current traffic/travel situation.

Your task is to:

- use suitable media to check the travel situation
- check details with the travel agent
- communicate this information to the lead traveller.

Evidence for this task should be in the form of a record of the sources of information used to check the travel situation and either a record of verbal communication / Witness Statement or a note/email to the lead traveller and confirmation that this has been received prior to departure.

Learner Evidence Checklist

OCR Administration (Business Professional)

UNIT 12 (LEVEL 2) - ORGANISE BUSINESS TRAVEL AND ACCOMMODATION

LEARNER NAME: _____

CENTRE NUMBER: _____

Task 1 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Checklist	

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Photocopy or printout of travel options	
<input type="checkbox"/> Preliminary itinerary	
<input type="checkbox"/> Audio record of verbal communication	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> Notes/emails	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Detailed written confirmation showing all bookings made accurately	

Task 4 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Itinerary	
<input type="checkbox"/> A travel documents checklist	
<input type="checkbox"/> Supporting documentation	
<input type="checkbox"/> Other (please give details) _____	

Task 5 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Record showing that checking has occurred	
<input type="checkbox"/> Audio record of verbal communication	
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> A note/email to the lead traveller and confirmation that this has been received	
<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: _____