

Model Assignment

Issued September 2011

OCR Administration (Business Professional)

UNIT 24 (LEVEL 3) - WORKING IN AN ADMINISTRATION TEAM

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 5 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)
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
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: T/502/3861

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

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G365 11-09

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. Learners will undertake an administration team working activity either in the workplace or college or using the scenario provided. Each of the tasks would need very little adaptation to be used in the workplace.

The tasks have been designed so that all of the assessment criteria in Unit 24 are addressed.

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

The Tasks

Task 1: Understand team working

Assessment Criteria 1.1 and 1.2 are assessed in this task.

In this task learners have been asked to provide their line manager, Sean Donoghue, with a personal report on how teams work. This will allow learners to demonstrate their own understanding of team working. They will need to evaluate the roles and responsibilities of team members and explain the ways in which team working can be more productive than working individually. Learners could work in a team and mind map this information but then must use this information to write up their own report. The report does not need to be complex but must cover the assessment objectives indicated above.

Evidence will be a report, which must be completed individually.

Task 2: Contribute to a team working activity

Assessment Criteria 2.1, 2.2, 2.3, 2.4 are assessed in this task.

Learners will work collaboratively to achieve their goals of producing training materials for the Effective Administration course that will be presented by Sean. The emphasis of this activity is contributing to a team working activity, therefore a simulation would need to be set up which will allow learners to work together in teams to produce the training materials.

Learners will need to negotiate to set realistic objectives for the team. Based on the team objectives, they then need to identify their individual objectives and plan and prioritise the individual tasks. The scenario and briefing paper give details of what the team activity could be. This could be amended if the centre wishes but regardless of the activity, there must be an administrative context and focus.

Learners will need to decide who will undertake each task and what timescales they need to work to in order to achieve their overall goals. It would be helpful for you to provide the team with a deadline to work to. Their work will need to be monitored and supervised.

The activity should take place over a number of weeks and this will need to be timetabled appropriately. During the activity candidates will need to offer help and support to other team members.

Learners should be encouraged to plan regular review meetings, with each member bringing evidence of their work along. They will work through the plan to ensure that each of the tasks are completed or renegotiated if progress does not meet the original timescale. The team needs to check that individually and as a team they are on target to achieve their deadlines. Any changes should be updated on to the training plan.

Learners should carry out the tasks following all instructions and ensuring that they work safely. They will work with others, demonstrating effective team working skills, showing mutual support and respect, team spirit and collaborative working with others to meet the goals. They will demonstrate effective communication skills eg verbal and written, use diplomacy and tact, and effective listening skills. Learners may have to deal with conflict and they should use appropriate skills to overcome these. As the line manager you may have to step in to ensure that conflict is dealt with appropriately and professionally and support learners throughout this process.

Evidence should be a completed Witness Statement, individual notes, a copy of the team plans and the training materials produced by the team. The training materials should focus on content rather than presentation, in accordance with the assessment criteria for this unit.

Task 3: Evaluate the success of the team working activity

Assessment Criteria 3.1 and 3.2 are assessed in this task.

In this task, learners are required to evaluate their own contribution to the team working activity and review the overall performance of the team, identifying improvements that could be made in future.

Learners should be encouraged, as early as possible, to review the team working activity. They should identify what went well and what did not go so well within the team and whether or not the goals were achieved. Learners will need to identify and evaluate the factors which have contributed to the success/failure of the team and the effectiveness of their own contribution.

This activity should be supported by the line manager so that any peer feedback provided to learners is positive, helpful and not destructive. The line manager could arrange a review meeting with all team members to discuss the overall performance of the team and the minutes could be taken as a record.

Learners should also carry out a self-evaluation of how they contributed to the team working activity. Learners should be encouraged to complete a SWOT/SLOT analysis which identifies their own strengths and weaknesses in relation to how they performed during the team working activity. Learners should identify improvements to show if they were to do this again what they would do differently. They should also be encouraged to identify any personal development that they could undertake and record this appropriately.

Evidence will be the review, which must be individual.

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 Understand team working	<ul style="list-style-type: none"> • report 	<ul style="list-style-type: none"> • 1.1 • 1.2
Task 2 Contribute to a team working activity	<ul style="list-style-type: none"> • Witness Statement • notes • team plans • training materials 	<ul style="list-style-type: none"> • 2.1 • 2.2 • 2.3 • 2.4
Task 3 Evaluate the success of the team working activity	<ul style="list-style-type: none"> • review 	<ul style="list-style-type: none"> • 3.1 • 3.2

Witness Statement – Task 2

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 2.1, 2.2, 2.3, 2.4	Task 2 – Contribute to a team working activity
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LEARNER NAME	
CENTRE NUMBER	
Date/s of activity	

ASSESSOR FEEDBACK

Assessment Criterion 2.1	
Work with others in an administrative team in accordance with organisational requirements	
Assessor comments	
Assessment Criterion 2.2	
Clarify team objectives for administrative team activities	
Assessor comments	

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Assessment Criterion 2.3 Clarify own objectives for the administrative team activities

Assessor comments	
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Assessment Criterion 2.4 Monitor the progress of administrative team activities
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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: _____

Model Assignment: Learner Information

OCR Administration (Business Professional)

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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

Working in an administration team

You are currently working as a training administrator at Boddington Audley Ltd, a financial services company. Your line manager is Sean Donoghue, who manages the training team. He has asked you to help him produce some resources for a training session called “Effective Administration” which he is running next month. Sean has produced a briefing paper (Appendix A) about the training session which will help you.

You will work with at least two other colleagues to produce these resources.

Tasks

Introduction

Sean has provided you with the basic details for the training day in Appendix A; your role is to work in a team to produce the materials.

Task 1: Understand team working

Assessment Criteria 1.1 and 1.2

Sean wants to ensure that all team members understand how a team works before you start working to produce the training day materials.

Your task is to:

- evaluate the roles and responsibilities of team members
- explain the ways in which team working can be more productive than working individually.

Your evidence will be a report.

Task 2: Contribute to a team working activity

Assessment Criteria 2.1, 2.2, 2.3 and 2.4

In this task you will collaborate with others to produce the training materials.

Your task is to:

- work with others to set realistic team objectives
- set your own objectives in line with the team's objectives
- plan and prioritise the work of the team
- plan and prioritise your own work
- demonstrate effective communication skills

- offer help and support to other team members
- monitor your own progress and that of the team against the plan and objectives, suggesting amendments to the plan or working methods, if necessary, to meet objectives.

Your evidence will be:

- a Witness Statement
- your notes
- team plans
- the completed training materials.

Task 3: Evaluate the success of the team working activity

Assessment Criteria 3.1 and 3.2

Your task is to:

- evaluate your own contribution to the team working activity considering your own performance and relationships with other team members
- review the overall performance of the team identifying factors which contributed to the success or failure of the team working activity. Consider how effective the team was in achieving its objectives and how different working relationships helped/hindered team working
- identify improvements for your own future performance.

Your evidence will be a review.

Appendix A

Briefing Paper

Please produce suitable training materials for a new course called “Effective Administration”. This course will run next month for new recruits to the administration team. Materials should include appropriate slides and speaker notes for Sean to use in the presentation.

Please ensure you cover the following areas:

- what is effective administration?
- how to plan and prioritise workload
- effective interpersonal skills for administrators
- how to produce accurate text.

Learner Evidence Checklist

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LEARNER NAME: _____

CENTRE NUMBER: _____

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

Task 2 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Witness Statement	
<input type="checkbox"/> notes	
<input type="checkbox"/> team plans	
<input type="checkbox"/> training materials	

Task 3 evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> review	

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: _____