# Qualification Specification for:

## OCN NI Level 1 Diploma in Business Administration

➢ **Qualification No: 603/0542/3**

# Qualification Regulation Information

OCN NI Level 1 Diploma in Business Administration
Qualification Number:          603/0542/3

Operational start date:        01 September 2016
Operational end date:          31 December 2027
Certification end date:        31 December 2028

Qualification operational start and end dates indicate the lifecycle of a regulated qualification.  The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications ( **http://register.ofqual.gov.uk/** ).  This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

**OCN NI Contact Details**

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## Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 1 Diploma in Business Administration**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at **www.ocnni.org.uk**

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

# Contents

## About Regulation

**OCN NI**

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

**The Regulated Qualifications Framework: an overview**

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

**Qualification Level**

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

**Qualification Size**

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

For further information about the RQF see:
**https://www.ocnni.org.uk/blog/regulated-qualifications-framework-rqf/**

## Qualification Summary

The OCN NI Level 1 Diploma in Business Administration is designed to provide learners with the necessary basic skills and knowledge to work within a business administration role. It provides an introduction in a range of subjects in the administration sector such as office administrator skills, using email/spreadsheet software and arranging meetings/travel. Learners also have the opportunity to develop core skills in areas such as teamwork and customer service.

### Grading
Grading for this qualification is pass/fail.

### Sector Subject Area
15.2    Administration

### Qualification Target Group
The qualification is targeted at individuals who have an interest in working in administration, including young people leaving school, the unemployed and people returning to work.

### Entry Requirements
There are no formal restrictions on entry. However, learners must be at least 14 years of age to achieve this qualification.

### Progression Opportunities
The OCN NI Level 1 Diploma in Business Administration qualification enables progression to more advanced professional and technical qualifications in this area and/or into employment.

### Qualification Support
A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (https://www.ocnni.org.uk/my-account/), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

### Delivery Languages
This qualification is available in English only at this time. If you wish to offer the qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

# Centre Requirements for Delivering the Qualification

## Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver these qualifications prior to the commencement of delivery.

## Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme co-ordinator
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for any evidence they have assessed.

Centres must ensure that staff delivering, assessing and internally verifying qualifications are both qualified to teach in Northern Ireland and competent to do so.

## Tutors

Tutors delivering the qualification should be occupationally competent, qualified to at least one level higher than the qualification and have a minimum of one year's relevant experience.

## Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

*Assessors must:*

- be occupationally competent and qualified to at least one level higher than the qualification
- have a minimum of one year's relevant experience
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

## Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualification.

### Internal Verifiers must:
- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:
- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

# Structure and Content

### OCN NI Level 1 Diploma in Business Administration

Learners must achieve a total of 37 credits. 3 credits must be taken from the Core Skills group. The learner can take the remaining credits from the Business Administration group but a maximum of 9 credits in total can be taken from the Core Skills group.

Total Qualification Time (TQT) for this qualification:     370 hours
Guided Learning Hours (GLH) for this qualification:     333 hours

| Unit Reference Number | OCN NI Unit Code | Unit Title | Credit Value | TQT | Level |
|---|---|---|---|---|---|
| *Core Skills* | | | | | |
| H/506/3014 | CAZ863 | Diversity within Society | 3 | 30 | One |
| A/506/5707 | CBA147 | Oral Presentation Skills in Practice | 2 | 20 | One |
| R/506/5714 | CBA153 | Teamwork Skills in Practice | 3 | 30 | One |
| Y/506/5715 | CBA155 | Equal Opportunities | 3 | 30 | One |
| M/506/5719 | CBA159 | Skills in Customer Service | 3 | 30 | One |
| T/506/5723 | CBA163 | Using Effective Communication Skills in the Workplace | 3 | 30 | One |
| *Business Administration* | | | | | |
| R/506/5664 | CBA117 | Filing Skills | 3 | 30 | One |
| Y/506/5665 | CBA118 | Understanding Business Meetings | 3 | 30 | One |
| D/506/5666 | CBA119 | Using Email | 2 | 20 | One |
| T/506/5673 | CBA123 | Using Office Machines - Faxes, Photocopiers and Printers | 3 | 30 | One |
| Y/506/5682 | CBA125 | Using Presentation Software | 3 | 30 | One |
| T/506/5687 | CBA130 | Developing Computer Skills | 3 | 30 | One |

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|---|---|---|---|---|---|
| A/506/5688 | CBA131 | Accessing the Internet | 3 | 30 | One |
| A/506/5691 | CBA134 | Using Spreadsheet Software | 3 | 30 | One |
| F/506/5692 | CBA135 | Using Word Processing Software | 3 | 30 | One |
| Y/506/5696 | CBA139 | Office Administrator Skills | 2 | 20 | One |
| D/506/5697 | CBA140 | Telephone Skills | 2 | 20 | One |
| K/508/1613 | CBD509 | Arrange Business Travel and Accommodation | 3 | 30 | One |
| M/508/1614 | CBD510 | Arrange Meetings | 3 | 30 | One |
| T/508/1615 | CBD511 | Handling Business Mail | 2 | 20 | One |
| A/508/1616 | CBD512 | Manage Diary Systems | 3 | 30 | One |
| F/508/1617 | CBD513 | Producing Business Documents | 3 | 30 | One |
| L/508/1622 | CBD515 | Skills for Working in Business and Administration | 3 | 30 | One |
| J/508/1618 | CBD514 | Welcoming Visitors | 2 | 20 | One |

## Unit Details

| Title | Diversity within Society |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CAZ863 |
| Unit Reference No | H/506/3014 |

*Unit purpose and aim(s):* This unit will enable the learner to understand what is meant by the term diversity, be aware of diverse groups and their contribution to society.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know what is meant by the term diversity. | 1.1. Outline what is meant by the term diversity. |
| 2. Be aware of a range of diverse groups and practices. | 2.1. Identify a range of diverse groups and their practices in relation to:<br>a) religion<br>b) beliefs<br>c) cultural<br>d) food & drink<br>e) relationships<br>f) clothes<br>g) festivals.<br>2.2. Give a reason for at least one of the practices identified.<br>2.3. Identify similarities across a range of diverse groups. |
| 3. Understand the importance of respecting diversity. | 3.1. Outline why it is important to respect diversity.<br>3.2. Give examples of a lack of tolerance of diverse groups within society. |
| 4. Recognise the contributions of diverse groups to society. | 4.1. Give examples of contributions different diverse groups make to society.<br>4.2. Identify advantages of living in a diverse society. |

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| Title | Oral Presentation Skills in Practice |
|---|---|
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBA147 |
| Unit Reference No | A/506/5707 |

*Unit purpose and aim(s):* This unit will enable the learner to prepare, plan and deliver an oral presentation including feedback.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to prepare for, plan and deliver an oral presentation. | 1.1. Demonstrate how to prepare and plan for an oral presentation taking into account the following:<br>a) audience<br>b) aims<br>c) timing<br>d) use of visual aids<br>e) roles.<br>1.2. Give an oral presentation to a group using the plan above. |
| 2. Be able to give and receive feedback on an oral presentation. | 2.1. Give constructive feedback to others on an oral presentation.<br>2.2. Use feedback from others to plan changes to own oral presentation. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| Title | Teamwork Skills in Practice |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA153 |
| Unit Reference No | R/506/5714 |

*Unit purpose and aim(s):* This unit will enable the learner to understand the different roles and responsibilities within a team and how to contribute to a team activity.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand the different roles and responsibilities within a team. | 1.1. Identify different roles and responsibilities within a team.<br>1.2. Identify own role and responsibilities within a team in a given situation. |
| 2. Be able to contribute to the setting of team and own goals. | 2.1. Outline goals identified by the team and individually.<br>2.2. Carry out a team activity.<br>2.3. Demonstrate how to communicate appropriately within the team in a range of situations. |
| 3. Be aware of others' rights to communicate within a team. | 3.1. Outline why it is important to allow others to express their view/responses without interruption. |
| 4. Recognise the importance of co-operation within a team. | 4.1. Outline a range of situations when co-operation is necessary to achieve a team goal. |
| 5. Be able to review team performance. | 5.1. Identify skills brought to a team activity by:<br>a) self<br>b) others<br>5.2. Assess what was successful within the activity and what could be done differently. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| | |
|---|---|
| Title | Equal Opportunities |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA155 |
| Unit Reference No | Y/506/5715 |

*Unit purpose and aim(s):* This unit will enable the learner to understand diversity, discrimination and recognise the importance of equal opportunities legislation.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand diversity. | 1.1. Outline what is meant by the term diversity.<br>1.2. Outline why it is important to respect diversity. |
| 2. Understand discrimination. | 2.1. Outline what is meant by the term discrimination.<br>2.2. Give examples of discriminatory behaviour in relation to the following:<br>a) age<br>b) race<br>c) gender<br>d) sexuality<br>2.3. Outline ways to challenge discriminatory behaviour. |
| 3. Understand the importance of equal opportunities legislation. | 3.1. Outline the value of equal opportunities legislation and how it promotes inclusion.<br>3.2. Identify a range of agencies which support equal opportunities. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| Title | Skills in Customer Service |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA159 |
| Unit Reference No | M/506/5719 |

*Unit purpose and aim(s):* This unit will enable the learner to understand customer service skills.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand the principles of customer service. | 1.1. Outline the principles of customer service. |
| 2. Understand the benefits to an organisation of good customer service. | 2.1. Give examples of good practice in customer service and describe why good customer service is important.<br>2.2. Outline how good customer service promotes customers' confidence in the organisation.<br>2.3. Outline reasons for maintaining customer confidentiality. |
| 3. Understand the possible consequences of poor customer service. | 3.1. Outline how poor customer service can impact on:<br>a) customers<br>b) the organisation<br>c) staff |
| 4. Understand the value of first impressions. | 4.1. Give reasons why it is important to make a good first impression.<br>4.2. State ways of creating a positive first impression when communicating:<br>a) face-to-face<br>b) on the telephone<br>c) in writing |
| 5. Understand positive verbal and non-verbal interaction with customers. | 5.1. Give examples of non-verbal communication and how it can support face to face communication.<br>5.2. List appropriate and inappropriate ways of communicating verbally with customers. |
| 6. Understand how to deal with customer complaints. | 6.1. Outline how to deal with and process customer complaints. |

| Assessment Guidance | | |
|---|---|---|
| The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered. | | |

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation Learner notes/written work Learner log |
|---|---|---|

| Title | Using Effective Communication Skills in the Workplace |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA163 |
| Unit Reference No | T/506/5723 |

*Unit purpose and aim(s):* This unit will enable the learner to understand different forms of effective communication in the workplace and how to use it to deal with conflict situations.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand different forms of effective communication in the workplace. | 1.1. Outline different forms of effective communication procedures in own workplace. |
| 2. Understand the importance of communicating effectively with others in the workplace. | 2.1. Outline the importance of communicating effectively with others in the workplace. <br> 2.2. Outline the implications of poor communication with others in the workplace. |
| 3. Know how to use communication to support the work of others. | 3.1. Outline the importance of clear communication with others in the workplace and appropriate methods to use. |
| 4. Understand how to deal with conflict in the workplace. | 4.1. Identify own organisation's policy for managing conflict in the workplace and how communication aids this. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes <br> OR <br> A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work <br> Learner log/diary <br> Peer notes <br> Record of observation <br> Record of discussion |

| Title | Filing Skills |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA117 |
| Unit Reference No | R/506/5664 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to file documents and records.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know about the basic requirements of the Data Protection Act. | 1.1. State the basic requirements of the Data Protection Act. |
| 2. Understand the four main filing classification systems. | 2.1. Outline how the four main classification systems may be used. |
| 3. Know the importance of pre-sorting documents. | 3.1. Outline the importance of pre-sorting and the procedures to be followed when pre-sorting documents. |
| 4. Understand how to file using different filing classification systems. | 4.1. Outline and use different methods of classification for filing documents. |
| 5. Use an index. | 5.1. Use an index. |
| 6. Understand procedures for cross-referencing. | 6.1. Outline when files would be cross referenced. |
| 7. Understand the importance of returning files. | 7.1. Outline the importance of returning files. |
| | 7.2. Demonstrate the procedure to be followed when lending and tracing files. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation Learner notes/written work Learner log |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation Learner notes/written work Tutor notes/record Learner log/diary |

| | |
|---|---|
| Title | Understanding Business Meetings |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA118 |
| Unit Reference No | Y/506/5665 |

*Unit purpose and aim(s):* This unit will enable the learner to understand business meetings.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know the function of meetings. | 1.1. Outline why meetings need to be held.<br>1.2. Outline how meetings will differ depending on their purpose, size, the type of people involved and the culture.<br>1.3. Outline the consequences of holding ineffective meetings. |
| 2. Understand different meeting techniques. | 2.1. Compare different communication methods used in meetings.<br>2.2. Compare different problem solving methods used in meetings. |
| 3. Understand how to plan a meeting. | 3.1. Define the purpose, objectives and outcomes of a meeting.<br>3.2. Outline what points should be included in a 'blueprint agenda'.<br>3.3. Outline the importance of planning room layout. |
| 4. Understand how to run a meeting. | 4.1. Compare the different roles of a meeting chairman.<br>4.2. Outline ways to start a meeting effectively.<br>4.3. Outline the benefits of taking meeting minutes.<br>4.4. Outline good meeting behaviours. |
| 5. Understand how to deal with difficult issues in meetings. | 5.1. Compare how different individuals may behave in a meeting and how to manage these differences.<br>5.2. Outline ways to deal with conflict in a meeting. |
| 6. Understand how to evaluate a meeting. | 6.1. Identify ways of obtaining feedback on a meeting. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation Learner notes/written work Learner log |

| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |
|---|---|---|

| Title | Using Email |
|---|---|
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBA119 |
| Unit Reference No | D/506/5666 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to use email.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand how to use email. | 1.1. Outline the structure of email messages.<br>1.2. Outline routine problems with email.<br>1.3. Outline common types of malicious software which can affect the use of email including:<br>  a) viruses<br>  b) spyware<br>  c) key loggers<br>and how to keep risks to a minimum.<br>1.4. Outline the general conventions ('netiquette'), laws and guidelines that affect the use of email. |
| 2. Be able to use email. | 2.1. Demonstrate the sending and receiving of emails.<br>2.2. Demonstrate the use of email software to manage emails including:<br>  a) deleting and saving emails.<br>  b) saving attachments<br>  c) finding emails.<br>2.3. Demonstrate the application of netiquette to composing and sending emails.<br>2.4. Format emails.<br>2.5. Maintain an email address book. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
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| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| | |
|---|---|
| Title | Using Office Machines - Faxes, Photocopiers and Printers |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA123 |
| Unit Reference No | T/506/5673 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to use faxes, scanners and photocopiers.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to send faxes. | 1.1. Configure fax machine to send faxes to given recipients.<br>1.2. Prepare and insert front cover and other pages into fax machine.<br>1.3. Dial recipient numbers and send faxes. |
| 2. Be able to receive and distribute faxes. | 2.1. Ensure fax machine is ready to receive faxes:<br>a) sufficient paper<br>b) machine switched on<br>2.2. Receive faxes and distribute to recipient complying with the organisational confidentiality policy. |
| 3. Recognise and resolve problems with the fax machine. | 3.1. Identify and resolve problems with the fax machine. |
| 4. Be able to prepare the photocopier, scanner and/or printer for use. | 4.1. Use the photocopier, scanner and/or printer according to the manufacturer's instructions and health and safety regulations.<br>4.2. Prepare photocopier, scanner and/or printer for task including checking for sufficient paper levels.<br>4.3. Input correct settings for the task. |
| 5. Perform photocopying/scanning and/or printing tasks. | 5.1. Use exposure glass to produce the correct number of copies of single pages.<br>5.2. Use automatic feeder to produce the correct number of copies of multiple pages.<br>5.3. Use the sort and staple function for multi page tasks. |
| 6. Recognise and resolve problems with the photocopier or printer. | 6.1. Identify and resolve problems with the photocopier or printer. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
| --- | --- | --- |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| Title | Using Presentation Software |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA125 |
| Unit Reference No | Y/506/5682 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to produce a presentation using presentation software.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to capture information for presentation slides. | 1.1. Identify what types of information are required for the presentation.<br>1.2. Select and use different slide layouts as appropriate for different types of information.<br>1.3. Demonstrate how to enter information into presentation slides.<br>1.4. Identify any constraints which may affect the presentation.<br>1.5. Demonstrate how to combine information of different forms or from different sources for presentations.<br>1.6. Demonstrate how to store and retrieve presentation files. |
| 2. Be able to edit and format slides. | 2.1. Identify what slide structure to use.<br>2.2. Demonstrate how to select and use an appropriate template to structure slides.<br>2.3. Demonstrate how to edit and format slides. |
| 3. Be able to prepare slides for presentation. | 3.1. Identify how to present slides to meet needs and communicate effectively.<br>3.2. Demonstrate how to prepare slides for presentation.<br>3.3. Review presentation and amend as required. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation Learner notes/written work Learner log |

| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation Learner notes/written work Tutor notes/record Learner log/diary |
|---|---|---|

| Title | Developing Computer Skills |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA130 |
| Unit Reference No | T/506/5687 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to perform basic IT tasks.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand computers and software. | 1.1. Outline common types of computer hardware and how to use them.<br>1.2. Outline how to start a computer.<br>1.3. Outline common software applications and their uses.<br>1.4. Outline the health and safety issues, laws and guidelines associated with using IT. |
| 2. Perform basic IT tasks. | 2.1. Demonstrate basic IT tasks including:<br>  a) turning on a personal computer (PC)<br>  b) printing a document<br>  c) opening, closing and saving files<br>  d) change settings, such as sound volume, date and time<br>2.2. Demonstrate how to access files on a computer hard drive or local storage media. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| | |
|---|---|
| Title | Accessing the Internet |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA131 |
| Unit Reference No | A/506/5688 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to use the internet

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to connect to the internet. | 1.1. Compare different types of connection methods.<br>1.2. Demonstrate how to connect to the Internet or intranet. |
| 2. Be able to use browser software to navigate web pages. | 2.1. Demonstrate how to use a browser to navigate to web pages.<br>2.2. Outline and demonstrate how to change browser settings to aid navigation and meet needs.<br>2.3. Use browser help facilities. |
| 3. Be able to use browser tools to search for information from the internet. | 3.1. Select and use search techniques to locate required information.<br>3.2. Demonstrate how to save search information.<br>3.3. Download and save different types of information from the Internet. |
| 4. Be able to use browser software to communicate information online. | 4.1. Select and use tools and techniques to communicate information online.<br>4.2. Demonstrate how to a share information sources with others online.<br>4.3. Demonstrate how to submit information online using forms or interactive sites or post or publish information. |
| 5. Understand importance of safety and security. | 5.1. Outline the threats to user safety when working online and how to minimize them.<br>5.2. Demonstrate taking safety and security precautions when working online.<br>5.3. Keep personal information secure.<br>5.4. Follow relevant laws, guidelines and procedures for the use of the Internet. |

| Assessment Guidance | | |
|---|---|---|
| The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered. | | |

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
|---|---|---|
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| | |
|---|---|
| Title | Using Spreadsheet Software |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA134 |
| Unit Reference No | A/506/5691 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to use spreadsheet software.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to use a spreadsheet. | 1.1. Assess information and how a spreadsheet needs to be configured to utilise information.<br>1.2. Enter and edit numerical and other data accurately.<br>1.3. Store and retrieve spreadsheet files. |
| 2. Be able to use spreadsheet formulas and tools. | 2.1. Outline how to summarise and display the required information.<br>2.2. Use functions and formulas to meet calculation requirements.<br>2.3. Use spreadsheet tools and techniques to summarise and display information. |
| 3. Be able to present spreadsheet information. | 3.1. Select and use appropriate tools and techniques to format spreadsheet cells, rows and columns.<br>3.2. Outline and demonstrate how charts or graphs may be used to display information.<br>3.3. Demonstrate how page layout can be used to present and print spreadsheet information.<br>3.4. Check spreadsheet information meets requirements and amend as required. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| | |
|---|---|
| Title | Using Word Processing Software |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBA135 |
| Unit Reference No | F/506/5692 |

*Unit purpose and aim(s):* This unit will enable the learner to understand how to use word processing software.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to enter, edit and combine text and other information. | 1.1. Identify what types of information are needed in documents.<br>1.2. Identify what templates are available and when to use them.<br>1.3. Demonstrate inserting text and other information.<br>1.4. Combine information of different types or from different sources into a document.<br>1.5. Enter information into existing tables, forms and templates.<br>1.6. Use editing tools to amend document content.<br>1.7. Store and retrieve document files. |
| 2. Be able to organise information within word processing documents. | 2.1. Create and modify tables to organise tabular or numeric information.<br>2.2. Select and apply heading styles to text. |
| 3. Be able to format and present documents. | 3.1. Demonstrate how to format text to enhance presentation.<br>3.2. Select and use appropriate page layout to present and print documents.<br>3.3. Review document and amend as required. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |
| Coursework | Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course | Record of observation<br>Learner notes/written work<br>Tutor notes/record<br>Learner log/diary |

| | |
|---|---|
| Title | Office Administrator Skills |
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBA139 |
| Unit Reference No | Y/506/5696 |

*Unit purpose and aim(s):* This unit will enable the learner to understand the role of an office administrator and the associated tasks.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand the role of an office administrator. | 1.1. Outline a range of administration activities and how these contribute to a workplace.<br>1.2. Outline why personal appearance is important.<br>1.3. Demonstrate how to greet, direct and introduce a visitor appropriately. |
| 2. Know how to carry out a range of basic administrative tasks. | 2.1. Carry out a range of administrative tasks using appropriate equipment when required.<br>2.2. Outline why it is important to maintain confidentiality within an office environment. |
| 3. Be aware of the importance of good self-presentation and time management. | 3.1. Outline the importance of good self-presentation to include the following:<br>a) appropriate dress<br>b) manner.<br>3.2. Outline the importance of own time management. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| | |
|---|---|
| Title | Telephone Skills |
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBA140 |
| Unit Reference No | D/506/5697 |

*Unit purpose and aim(s):* This unit will enable the learner to make and receive telephone calls appropriately.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to use a telephone system in an office environment. | 1.1. Outline how to use a telephone system to facilitate internal and external calls.<br>1.2. Outline the importance of confidentiality and security when dealing with callers. |
| 2. Be able to make and receive telephone calls. | 2.1. Outline the purpose of a range of telephone calls.<br>2.2. Demonstrate how to make a telephone call including the following:<br>   a) confirm details of caller<br>   b) communicate basic information clearly and accurately.<br>2.3. Demonstrate how to receive a telephone call including the following:<br>   a) answer promptly and politely<br>   b) identify the caller and reason for call<br>   c) transfer calls to colleagues<br>   d) take a short message. |
| 3. Recognise the importance of handling calls appropriately. | 3.1. Outline the importance of handling calls appropriately.<br>3.2. Outline how appropriate tone and language create a positive impression. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| Title | Arrange Business Travel and Accommodation |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBD509 |
| Unit Reference No | K/508/1613 |

*Unit purpose and aim(s):* This unit will enable the learner to arrange business travel and accommodation in line with organisational procedures.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to make business travel arrangements. | 1.1. Identify business travel requirements following organisational procedures including:<br>a) checklist<br>b) accommodation requirements<br>c) budgets |
| 2. Be able to produce business travel documentation. | 2.1. Produce business travel documentation including:<br>a) itinerary confirmation<br>b) tickets |
| 3. Be able to clarify arrangements prior to the business travel. | 3.1. Confirm business travel prior to departure including checking:<br>a) with the travel agent<br>b) media for updates<br>3.2. Communicate update information to traveller. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| | |
|---|---|
| Title | Arrange Meetings |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBD510 |
| Unit Reference No | M/508/1614 |

*Unit purpose and aim(s):* This unit will enable the learner to arrange and support organisational meetings.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know how to support meetings within a business environment. | 1.1. Identify the purpose of meetings.<br>1.2. Confirm the requirements of a business meeting including:<br>  a) date<br>  b) time<br>  c) duration<br>  d) location<br>  e) attendees<br>  f) facilities<br>1.3. Book rooms for specified meetings.<br>1.4. Confirm bookings for meeting rooms. |
| 2. Be able to produce documentation required for meetings. | 2.1. Produce a Notice of Meeting for a specified meeting.<br>2.2. Produce an agenda for a given meeting. |
| 3. Be able to keep accurate pre-meeting records. | 3.1. Produce a list of attendees and apologies for the meeting. |
| 4. Be able to carry out pre-meeting checks and preparations. | 4.1. Perform pre-meeting checks and preparations.<br>4.2. Produce all documents, items and facilities required for the meeting. |
| 5. Understand the need for confidentiality. | 5.1. Outline how documents can be distributed while maintaining confidentiality.<br>5.2. Outline how meeting documents can be kept confidential and secure |
| 6. Be able to distribute documentation following meetings. | 6.1. Circulate minutes and other meeting documentation in accordance with organisational procedures. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| Title | Handling Business Mail |
|---|---|
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBD511 |
| Unit Reference No | T/508/1615 |

*Unit purpose and aim(s):* This unit will enable the learner to deal with mail efficiently.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know why it is important for a business to handle mail efficiently and securely. | 1.1. State how efficient distribution of mail benefits a business.<br>1.2. State why inaccuracies or delays can have a negative impact.<br>1.3. Outline procedures to protect confidential information. |
| 2. Be able to deal with incoming mail | 2.1. Sort and distribute incoming mail appropriately to a given deadline.<br>2.2. State how to deal with suspicious or damaged items. |
| 3. Be able to deal with outgoing mail | 3.1. Collect, sort and distribute outgoing mail accurately and on time. |

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| Title | Manage Diary Systems |
|---|---|
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBD512 |
| Unit Reference No | A/508/1616 |

*Unit purpose and aim(s):* This unit will enable the learner to manage diary systems.

| The Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be aware of different diary systems. | 1.1. Identify advantages and disadvantages of different diary systems.<br>1.2. Compare different diary systems including:<br>　a) confidentiality issues<br>　b) accessibility factors |
| 2. Be able to set up new diary entries. | 2.1. Create new diary entries for meetings ensuring that each entry includes:<br>　a) purpose/name of meeting<br>　b) time/date<br>　c) location<br>　d) attendees<br>2.2. Liaise with attendees when making diary entries including confirming final details. |
| 3. Understand how to manage changes to diary entries. | 3.1. Check diary entries comply with organisational procedures taking into account:<br>　a) current commitments<br>　b) the purpose<br>　c) time/date<br>　d) location<br>　e) attendees<br>3.2. Record agreed changes in the diary including deleting previous entries.<br>3.3. Communicate final diary details to those affected. |

| Assessment Guidance | | |
|---|---|---|
| The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered. | | |

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| | |
|---|---|
| Title | Producing Business Documents |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBD513 |
| Unit Reference No | F/508/1617 |

*Unit purpose and aim(s):* This unit will enable the learner to identify different types of business documents and produce documents in an appropriate style.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Know that there are different types of business documents. | 1.1. Outline a range of different business documents and their uses.<br>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. Outline, with examples, a range of communication styles in business documents.<br>2.2. State why some businesses adopt a "house style" for certain documents. |
| 3. Be able to produce routine business documents. | 3.1. Produce routine business documents using appropriate communication styles. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |

| | |
|---|---|
| Title | Skills for Working in Business and Administration |
| Level | One |
| Credit Value | 3 |
| Guided Learning Hours (GLH) | 27 |
| OCN NI Unit Code | CBD515 |
| Unit Reference No | L/508/1622 |

*Unit purpose and aim(s):* This unit will enable the learner to understand the skills required for working in business and administration.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Understand the role of an office administrator. | 1.1. Outline the role of an office administrator.<br>1.2. State how an office administrator contributes to overall team goals. |
| 2. Be able to carry out routine administrative tasks. | 2.1. Follow instructions to complete routine administrative tasks.<br>2.2. Use a range of office equipment in accordance with organisational procedures. |
| 3. Be able to present oneself in a positive manner. | 3.1. Adopt a positive manner in dealings with colleagues and/or customers<br>3.2. Dress appropriately. |
| 4. Be able to organise own work effectively. | 4.1. Use simple tools to organise own time.<br>4.2. Prioritise tasks in discussion with supervisor or manager. |
| 5. Know the importance of information confidentiality. | 5.1. State the reason why it is important to keep some information confidential.<br>5.2. Give examples of information that should be kept confidential. |

| Assessment Guidance |
|---|

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

| | |
|---|---|
| Title | Welcoming Visitors |
| Level | One |
| Credit Value | 2 |
| Guided Learning Hours (GLH) | 18 |
| OCN NI Unit Code | CBD514 |
| Unit Reference No | J/508/1618 |

*Unit purpose and aim(s):* This unit will enable the learner to welcome visitors.

| Learning Outcomes | Assessment Criteria |
|---|---|
| 1. Be able to welcome visitors in a positive way. | 1.1. Welcome visitors establishing the purpose for their visit following organisational procedures.<br>1.2. Deal with routine enquiries.<br>1.3. Use appropriate tone and language, including body language, when dealing with visitors. |
| 2. Know why it is important for an organisation to make visitors welcome. | 2.1. State how treating visitors politely and in a positive way benefits an organisation. |

**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

| Assessment Method | Definition | Possible Content |
|---|---|---|
| Portfolio of evidence | A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes<br>OR<br>A collection of documents containing work that shows the learner's progression through the course | Learner notes/written work<br>Learner log/diary<br>Peer notes<br>Record of observation<br>Record of discussion |
| Practical demonstration/assignment | A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge | Record of observation<br>Learner notes/written work<br>Learner log |

# Quality Assurance of Centre Performance

## External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the External Verification report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

## Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and the application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

# Administration

### Registration
A centre must register learners within 20 working days of commencement of a qualification.

### Certification
Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges
OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion
OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence
OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

**OCN NI Level 1 Diploma in Business Administration**
**Qualification Number:    603/0542/3**

Operational start date:        01 September 2016
Operational end date:         31 December 2027
Certification end date:        31 December 2028

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