

Unit 224/674 Principles of providing administrative services

UAN:	J/506/1899
Level:	2
Credit value:	4
GLH:	25
Assessment type:	E-volve or Portfolio of evidence
Relationship to NOS:	<p>This unit is linked to the Business & Administration (2013) National Occupational Standards:</p> <ul style="list-style-type: none"> • CFABAA231 Use office equipment • CFABAA322 Organise business travel or accommodation • CFABAA412 Plan and organise meetings • CFABAA431 Use a diary system • CFABAA612 Handle mail • CFABAC121 Deliver, monitor and evaluate customer service to internal and/or external customers.
Assessment requirements specified by a sector or regulatory body:	N/A
Aim:	<p>This unit aims to develop knowledge and understanding regarding the provision of providing administrative services. Upon completion of this unit, learners will have developed an understanding of the organisation and administration of meetings, the organisation of travel and accommodation, and the management of diary systems. Learners will also understand how to use office equipment and will understand the use of mail services in a business context.</p>

Learning outcome
The learner will:
1. Understand the organisation and administration of meetings.
Assessment criteria
The learner can:
1.1 describe the features of different types of meetings

- | |
|---|
| 1.2 outline the different ways of providing administrative support for meetings |
| 1.3 explain the steps involved in organising meetings. |

Range

Features of different types of meetings:

- | |
|--|
| <ul style="list-style-type: none">• regulations, eg frequency, period of notice, validity, voting• documentation required, eg notice, agenda, notes/minutes, attendance register• personnel involved, eg chair, treasurer, secretary |
|--|

Types of meetings:

Formal

- | |
|--|
| <ul style="list-style-type: none">• annual general meeting• extraordinary general meeting• committees• board meetings |
|--|

Informal

- | |
|--|
| <ul style="list-style-type: none">• departmental• team• briefings• progress |
|--|

Learning outcome

The learner will:

- | |
|---|
| 2. Understand the organisation of travel and accommodation. |
|---|

Assessment criteria

The learner can:

- | |
|---|
| 2.1 describe the features of different types of business travel and accommodation |
| 2.2 explain the purpose of confirming instructions and requirements for business travel and accommodation |
| 2.3 explain the purpose of keeping records of business travel and accommodation. |

Range
Travel: <ul style="list-style-type: none"> • air • rail • road • sea Accommodation: <ul style="list-style-type: none"> • hotels • serviced apartments Records: <ul style="list-style-type: none"> • booking documents • receipts

Learning outcome
The learner will: 3. Understand how to manage diary systems.
Assessment criteria
The learner can: 3.1 describe the features of hard copy and electronic diary systems 3.2 explain the purpose of using diary systems to plan and co-ordinate activities and resources 3.3 describe the types of information needed to manage a diary system 3.4 explain the importance of obtaining correct information when making diary entries.

Learning outcome
The learner will: 4. Understand how to use office equipment.
Assessment criteria
The learner can: 4.1 describe different types of office equipment 4.2 explain the uses of different types of office equipment 4.3 describe factors to be considered when selecting office equipment to complete tasks 4.4 describe how to keep waste to a minimum when using office equipment.

Range
Types of office equipment: <ul style="list-style-type: none"> • computers • printers (multi-function and desktop) • scanners • photocopiers

- mailroom equipment
- shredders
- laminators and binding machines
- audio equipment.
- telephone/answer systems/fax

Waste:

- consumables (ie ink, stationery)
- time (ie staff, production time)
- energy (ie electricity).

Learning outcome

The learner will:

5. Understand the use of mail services in a business context.

Assessment criteria

The learner can:

- 5.1 describe the types of **mail services** used in business organisations
- 5.2 explain the need for different types of mail services
- 5.3 explain the factors to be considered when selecting mail services
- 5.4 explain the factors to be taken into account when choosing **postage methods**.

Range

Mail services:

- postal services
- couriers
- overseas
- internal circulation

Postage methods:

- first/second class
- special delivery
- parcel post

Learning outcome

The learner will:

6. Understand customer service in a business environment.

Assessment criteria

The learner can:

- 6.1 describe different **types** of customers
- 6.2 describe the impact of their own behaviour on a customer
- 6.3 explain the **impact of poor customer service**.

Range

Types of customers:

Internal eg

- from another part of the same organisation
- colleagues

External eg

- individuals
- other businesses
- suppliers
- prospective customers
- visitors/callers/trades people

Impact of poor customer service:

- business
- reputation
- working relationships

Additional Guidance if delivered as Portfolio based

Candidates will be expected to have carried out research on the range stated in each of the above learning outcomes.

Candidates will be required to submit a report of a minimum of 2000 words to a maximum of 3500 words, ensuring all of the range in each learning outcome is covered.

Any necessary additional coverage could be generated through professional discussion. Examples of products where appropriate could also be used and cross-referenced into appropriate units.