Level 3 Technical Certificate in Business and Administration

4475-303
Principles of Managing Information and Producing Documents in a Business Environment

Version: Sample

This assignment contains assessor and candidate instructions.

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Assessor's instructions

Assignment number	4475-303
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Notes for guidance

This assignment comprises the assessment for the Unit 303 of the Certificate in Principles of Business Administration.

The importance of safe working practices, the demands of the appropriate national and local Health and Safety legislation, associated regulations and Codes of Practice associated with the particular industry, must always be stressed. Candidates have responsibilities for maintaining the safety of others as well as their own. Anyone behaving in an unsafe fashion must be stopped and suitable warnings given. A candidate should never be allowed to continue working on an assignment if they have contravened these requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, each candidate must acquire the habits required for the workplace.

The following notes for guidance are provided to assist assessors in planning the delivery of this assignment to candidates.

1   Location of assignment
Any suitable location in the organisation or learning environment.

2   Equipment required for this assignment
2.1 No specific equipment or resources are required for this assignment although access to word processing and printer facilities would allow candidates to produce work more efficiently.

3   Notes on the content of this assignment
3.1 This assignment can be taken as part of real work activity or in a realistic working environment. Alternatively, non-work based centres should provide access for candidates to administrative functions within the centre.
3.2 Candidates will need to carry out the research detailed in 3.3 below prior to the taking this assignment, the results of which must be included in the evidence. Candidates should therefore be able to identify their sources of research and explain why they consider them reliable.
3.3 Candidates need to research reasons for archiving files and the different systems available to do so in order to produce a short formal report with appropriate headings which should be approximately 500 words in length. Candidates should submit their word count.

4   Evidence and recording
4.1 All work produced by the candidate should be kept together. The candidate is required to put their name and enrolment number on all pieces of work. Candidates will need to be able to organise their information clearly and coherently with accurate spelling and grammar. An error tolerance of 3% for spelling and 5% for grammar/punctuation must be applied to section A. Where a candidate has duplicated an error then should only be penalised once.

5   Time considerations
5.1 There is a recommended time allowance of 1 hour and 30 minutes for the assignment, therefore all research activities should be carried out prior to the session.
5.2 A period of 7 days must have elapsed before an unsuccessful candidate can retake this assignment task or section within it. If the task builds upon the results of a previous task then this may also have to be repeated. Further training/feedback should be given to candidates before an assignment or a task within it is retaken.

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6 Additional information

6.1 Answers given in the marking and grading criteria are indicative of the type of answers candidates should give. They are not definitive.

6.2 Candidates can refer to the policy or procedures in their own organisation.

6.3 Dictionaries can be used.

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Outcomes

Section A

Task	Evidence	Outcome reference/PA / UK
1	Research, bibliography and report on reasons and systems for archiving files.	1.1, 1.2, 2.2, 2.3, 2.4, 3.1, 4.1, 4.2, 6.2

Section B

Question	Outcome reference
Question 1	5.3
Question 2	3.2
Question 3	6.1
Question 4	1.3

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Candidate's instructions

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You are advised to read all instructions carefully before starting work and to check with your Assessor/Tutor, if necessary, to ensure that you have fully understood the process.

You must, at all times, observe all relevant Health and Safety requirements.

There is a recommended time allowance of 1 hour and 30 minutes for this assignment.

- You should attempt to complete all tasks and short answer questions.
- You can refer to the policy or procedures in your own organisation.
- Dictionaries can be used.

Introduction
This assignment has two sections:

Section A

Task 1
a. You are required to write a short formal report on reasons for archiving files and the different systems available to do so.

b. You are required to present details of your research and the reliability of its source in an appropriate document.

Section B

Complete 4 short answer questions.

Note
- At the conclusion of this assignment, hand all paperwork to your Assessor/Tutor
- Ensure that your name and enrolment number is on all documentation.

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Section A

Task 1

a. There is currently no formal system for the archiving of information in your organisation. Your manager has asked you to research systems - equipment and media - available for archiving files and present your findings in a formal report (approximately 500 words). Include in your report:

- the type of information in your organisation and the reason for archiving it
- a summary of two different systems available
- advantages and disadvantages of the different systems, including how secure they are
- an evaluated recommendation on the most suitable for your organisation.

b. Create a document to itemise the research used for your report. Select the most appropriate style of document to clearly present this information, which should include:

- a brief description of the information found for archiving information
- how you selected the source(s) of your information
- how you have checked that the information is reliable and relevant
- any restrictions in place on the use of the material.

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Section B

Answer **all** questions in this section – 10 marks.

1. Identify and describe **two** reasons for obtaining a full brief about what is required before producing a report.

    _____

    _____

    _____

    _____

    (4 marks)

2. Explain **two** reasons why it is important to check the source of researched information.

    _____

    _____

    (2 marks)

3. Explain **two** implications of not keeping organisational or customer information confidential.

    _____

    _____

    _____

    (2 marks)

4. Explain **two** reasons for monitoring the filing system in use.

    _____

    _____

    _____

    (2 marks)

Candidate Name   _____

Candidate enrolment no: _____   Date   _____

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Marking & grading criteria
(Not to be shown to candidates until grading is complete)

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Candidate name:	
Enrolment no:	
Signature:	
Date:	**Pass / Merit / Distinction / Re-sit**

Assessor name:	
Signature:	**Date:**

Internal Quality sampled by:	
Signature:	**Date:**

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Each of the following points should be ticked if satisfactorily met and crossed if not. If a point does not apply it should be crossed through and annotated with reasons why it is not applicable.

Overall grades
PASS – Candidates must meet **all** criteria shown as □ and **12** criteria shown as ○ in section A and pass section B.
Merit – Candidates must meet **all** criteria shown as □ and **14** criteria shown as ○ in section A and pass section B.
Distinction – candidates must meet **all** criteria shown as □ and **16** criteria shown as ○ in section A and pass section B.

Section	Mark
A	
B	
Overall **Grade** Achieved	Pass / Merit / Distinction

Candidate name: Enrolment no:

Assessor name: Date:

Assessor signature:

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Section A

	Outcome ref	Marking criteria	Marking
Task 1		All parts of tasks 1 attempted and within the 3% spelling and 5% grammar/punctuation tolerance NB: Candidates should only be penalised once for the same error eg incorrect spelling. Professional judgement should be used for quality and accuracy of work.	☐
a	1.1, 1.2, 3.1, 4.1, 4.2, 6.2	Produced report of approx 500 words with appropriate headings and content: • Terms of reference (brief) – what, who, when, why/Findings/Recommendation • the type of information in your organisation and the reason for archiving it • a summary of two different systems available • advantages and disadvantages of the different systems • including how secure each is • an **evaluated** recommendation on the **most suitable** for organisation. (Candidate should be able to justify why their recommended system is the most suitable, eg An operator-controlled mobile shelving system – files are confidential but need to be accessed from time to time in a controlled way; the organisation has the space to install such shelving: Picture Archiving and Communications System (PACS) because the organisation stores images – xrays, drawings, maps, - and this system allows them to be stored and accessed electronically.	○ ○○ ○○ ○○ ○○ ○○ ○○
b	2.2, 2.3, 2.4, 3.2	Information on research clearly presented in suitable document format, eg a table Document details • a brief description of the information found for archiving • how the candidate selected the source of information (please note that "Google" or other search engine is not acceptable – candidate should state the actual web page or a company catalogue) • how the information was checked to be reliable and relevant, eg the web page is dated within the last few years; the information comes from a UK supplier of equipment that could supply our organisation. • any restrictions in place on the use of the material, eg the catalogue/web page is copyrighted but the Copyright Statement states that the material may be reproduced as long as it is accurate and the source is quoted.	○ ○ ○ ○ ○
To pass Task A candidates must meet **all** criteria shown as ☐ and **12** criteria shown as ○			**Pass / Fail**

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Candidate Name _____

Candidate enrolment no: _____ Date _____

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Section B

Question	Outcome ref	Marking criteria	Marking
1	5.3	Identified and described **two** reasons for obtaining a full brief about what is required before producing a report, eg • efficiency – so as to complete the task correctly first time around/not waste time doing something not required. • accuracy – in order to include information that is correct about the required subject	1 mark each reason and 1 mark each explanation to a maximum of 4 marks
2	3.2	Explained **two** reasons why it is important to check the source of researched information, eg • to check that it is reliable/credible • for any copyright restrictions	1 mark each to a maximum of 2 marks
3	6.1	Explained **two** implications of not keeping organisational and customer information confidential, eg • If customer details are leaked this may lead to ID fraud • Industrial espionage/competitor advantage – other organisations in the same sector could seek to find out about product development/imminent launches in order to gain an advantage • Unsolicited marketing – a customer may receive nuisance mail/telephone calls if their contact details are given away • Disclosure of sensitive information such as medical or debt history can lead to prejudice when applying to other organisations for services • Loss of customer confidence/business – the customer will lose faith in the organisation.	1 mark each to a maximum of 2 marks
4	1.3	Explained **two** reasons for monitoring the filing system in use, eg • Ease of use – to see if improvements could be made • Reliability – to ensure the system works, ie can information be readily found or located? • To ensure there is adequate security/access to information by those that require it • To ensure that systems are in place to comply with legislation eg for data protection or retaining of records.	1 mark each to a maximum of 2 marks
			Total 10 marks
Pass = 7 marks			**_____ / 10**

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Candidate Name   _____

Candidate enrolment no: _____ Date   _____