

**T Level Technical Qualification in
Management and Administration
(8715-33)**

Business Support (313)

**Practical Assignment
Sample Candidate Pack**

**First teaching from September 2022
Version 1.0**

Contents

1. Assessment	3
Candidate guidance	3
2. Assignment brief	5
3. Tasks	13
Task 1 – Prepare project documentation to assist with the launch of a new Café	13
Task 2 – Prepare documentation to inform the project team about external stakeholders	14
Task 3 – Research and devise a business case for a new policy	15
Task 4 – Prepare documentation for a new Café Manager	Error! Bookmark not defined.
Task 5 - Techniques and tools to coach the new Café Manager	16
Task 6 – Create a spreadsheet to analyse business data	18

1. Assessment

This assessment is for the Business Support occupational specialism component of the Technical Qualification. This pack consists of a practical assignment that includes a project brief including relevant resources as necessary along with several tasks for you to complete.

Candidate guidance

General guidance

This is a formal assessment that you will be marked and graded on. You will be marked on the quality and accuracy of the work you produce. It is therefore important that you carry your work out to the highest standard you can.

There are some rules around how much guidance and feedback your tutor can provide as part of completing the assignment.

Your tutor is allowed to give you some help understanding the instructions if necessary. They are only allowed to reinforce the requirements of the task in order to support you in undertaking it. If any further significant clarification and guidance on any of the tasks within the assignment is provided afterwards, this will be recorded and considered as part of the marking process.

Plagiarism

This is an assessment of your abilities, so the work must be all your own work and carried out under the conditions stated. You will be asked to sign a declaration that you have not had any help with the assignment.

Your tutor is allowed to give you some help understanding the instructions, if necessary, but they will record any other guidance you need, and this will be taken into account during marking.

Plagiarism is the failure to acknowledge sources properly and/or the submission of another person's work as if it were your own. Plagiarism is not allowed in this practical assignment.

Where research is allowed, your tutor must be able to identify which work you have done yourself, and what you have found from other sources. It is therefore important to make sure you acknowledge sources used and clearly reference any information taken from them.

Timings and planning

You are advised to study the details of the assessment before starting.

You should check with your tutor that you have all the relevant materials, equipment and information/data sources that you need before starting the assessment.

Timings for tasks are provided within this pack to show the **maximum** amount of time you will be allowed to complete the task. You **must not** exceed the time shown in each task. You should take care when planning to make sure you have divided the time available between parts of the assignment tasks appropriately.

You will have **30 minutes** to read the brief and supporting documentation before starting Task 1.

Presentation of work

Presentation of work must be appropriate to the task.

You should make sure that each piece of evidence including any forms are clearly labelled with your name and the project reference.

All electronic files must be given a clear file name that allows your tutor to identify it as your work.

Written work may be word-processed or handwritten unless stated otherwise.

Calculations should be set out clearly, with all working shown, as well as any assumptions made. You should use appropriate units at all times, consistent with the requirements of the assignment.

Instructions for this assignment

Ensure you read all the provided assessment information contained in this candidate pack.

You must work independently and not share your work with any other candidates in these supervised assessment sessions.

You will be allowed access to the Internet for Tasks 1, 3 and 4.

Your work will be kept secure during any supervised breaks that are taken, and at no time will any assessment materials be permitted to leave the room at any point during the assessment.

Your work will be submitted as final at the end of each assessment session. Your tutor will be able to provide you with a copy of your evidence submitted for previous tasks to support you through other tasks in the assessment, but you will not have opportunity to rework this evidence in subsequent sessions.

You must complete all the tasks and present all evidence that is detailed in each task.

Within each task you will find the following:

Conditions of assessment: This will tell you the duration and rules you must follow when completing a task.

What must be produced for marking: This describes the evidence you must submit when the task is completed. Be aware failure to submit any evidence requested can adversely affect your overall mark for the assessment.

Additional evidence for this task: This describes other forms of evidence that will be collected by the assessor to support the marking of your performance. This will often include but not limited to photographic and video evidence.

How this assignment will be assessed

The individual tasks within this assignment will assess across the qualification content. This means that you should consider all of your learning when considering how to respond to each task and use the appropriate skills in order to respond in the best way that you are able.

The table below shows how many marks are available for each of the performance outcomes within this assessment.

Performance outcome	Number of marks available
Support the running of the organisation	15
Organise and prioritise workloads and processes	9
Recommend and deliver improvements to business practices	12
Build and maintain positive internal and external stakeholder relationships	12
Manage the business information flow	12

2. Assignment brief

You work as a Business Support Administrator in 'IncludeAll', a large not-for-profit with headquarters in London. The charity runs a chain of social enterprise cafés in locations across the UK. The cafés provide training and support opportunities for people with disabilities and health related conditions. 'IncludeAll' works by showcasing the organisational values of inclusivity, diversity, inspiration and positivity.

The organisation is planning to open a new café in Manchester to support the organisation to grow its reach in Northwest England. The CEO is keen to use the opening of the Manchester café as an opportunity to develop best practice in resourcing and sustainability across the chain.

A project team has been launched to manage the opening of the new café. In your role as a Business Support Administrator, you have been brought into the project team to provide business administration support that will include producing the relevant documentation and supporting the launch of the new café. All company documentation you produce should follow the organisation's house style and you will be required to work within the organisation's procurement limits.

As part of the opening of the new café, the organisation is keen to learn about how it can support cost efficiencies across its group. Each café in the chain has its own bespoke menu applicable to the local area where it is based but sales volumes may vary. This bespoke variation incurs a higher overall cost to the organisation because they are unable to take advantage of bulk buying. The organisation's CEO wishes to streamline and centralise the café's food offering across all areas to provide cost efficiencies before launching the new café.

As a social enterprise, 'IncludeAll' always aims to be environmentally friendly. The CEO has asked all Café Managers to review the current waste levels with a view to improve the organisation's environmental footprint. The CEO would like the new Manchester café to be a flagship for the organisation in terms of environmental friendliness and sustainability. The new café will be fitted with eco-friendly windows and solar panels to support energy efficiency.

The time allocated for the completion of the tasks and production of evidence for this assessment is 32 hours. The timings for completion of specific tasks are outlined below:

- Task 1 – Prepare documentation to assist with the launch of a new café - 8 hours
- Task 2 – Prepare documentation to inform the project team about external stakeholders - 6 hours
- Task 3 – Research and devise a business case for a new policy - 6 hours
- Task 4 – Prepare documentation for a new Café Manager - 3 hours
- Task 5 – Techniques and tools to coach the new Café Manager - 3 hours
- Task 6 – Create a spreadsheet to analyse business data - 6 hours

Figure 1. Café Site Locations

Café Location	Address	Café Manager
Newquay	15 Great Victoria Street, Newquay, EX12 5AH	Ava Katou
Birmingham	50 Steel House Lane Birmingham, B4 6BJ	Hilmar Paredes
Cardiff	300 Newport Rd, Cardiff, CF23 9AE	Michelle Karpati
Glasgow	5 Bothwell Street, Glasgow, G2 6AU	Lawrence Wiley
Edinburgh	122 Princes Street, Edinburgh, EH2 4AD	Sheri Vaduva
Liverpool	12 Ranelagh Street, Liverpool, L1 1JW	Mabel Tan
Oxford	30 Caledonian Road, Oxford, OX1 9DT	Stefan Ternigan
Coventry	12 Hoxton Lane, Coventry, CV1 6NU	Reg Hayley
London (Head Office)	400 Kilburn High Road, Kilburn, London NW6 7QB	Dakota Uggeri
Newcastle Upon Tyne	16 Dean Street, Newcastle upon Tyne NE1 1PG	Jaiden Arrington

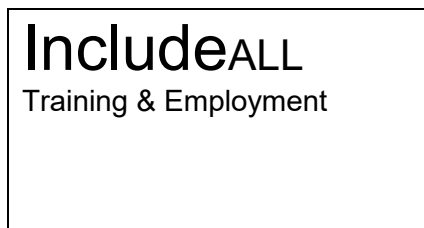
Figure 2. Company Organisation Chart



Figure 3. House Style

All company communication including letters, emails and memos should use the following fonts: Body: Arial size 12, Title: Bold, Arial size 18, Sub Title: Bold, Arial size 15

The company logo below should be included on all document on the top left-hand corner of the document.



Email signatures should be consistent and use the below format:



Figure 4. Procurement Limits

All procurement in the organisations should use the following limits and approvals:

Cost of item being procured	Number of quotations to be evidenced	Approval Required
£29 or less	0	None
£30-£100	2	Line Manager
£101- £500	3	Line Manager
£501 - £4999	3	Senior Manager
£5000 or above	4	Senior Manager

Figure 5a. Café Food Products

Café Location	Products
Newquay	Cornish Pasty, Lasagne, Chips, Curry
Birmingham	Groaty Pudding, Lasagne, Curry, Chips
Cardiff	Glamorgan Sausage, Lasagne, Chips
Glasgow	Polony Roll, Sausage Roll, Lasagne, Chips
Edinburgh	Hog Roast Roll, Sausage Roll, Lasagne, Chips
Liverpool	Toad in the hole, Lasagne, Chips, Curry
London	English Breakfast, Pasta, Burger
Newcastle Upon Tyne	Pan Haggerty, Chips, Sausage Roll, Pasta
Oxford	Scone, Sausage Roll, Pasta
Coventry	Cheese fries, Sausage Roll, Burger

Figure 5b. Café Food Stock and Annual Sales

The following table provides details for the last year of the total food units of each food product sold by 'IncludeAll' at their different café sites. The amount of stock wasted for each food product at each site is also shown.

		Local Specialism Unit		Lasagne Unit		Chips Unit		Curry Unit		Pasta Unit		Sausage Roll Unit		Burger Unit	
Café Location	Local Specialism	Sales	Stock Waste	Sales	Stock Waste	Sales	Stock Waste	Sales	Stock Waste	Sales	Stock Waste	Sales	Stock Waste	Sales	Stock Waste
Newquay	Cornish Pasty	3120	300	4650	86	6998	91	5400	1100						
Birmingham	Groaty Pudding	1872	200	6240	102	8400	88	9418	50						
Cardiff	Glamorgan Sausage	4690	30	1872	95	5752	90								
Glasgow	Polony Roll	3120	190	2808	18	6200	60					7006	25		
Edinburgh	Hog Roast Roll	5436	430	4670	68	6500	48					7018	36		
Liverpool	Toad in the hole	4680	125	3744	38	8424	92	6712	1250						
London	English Breakfast	9360	76							7416	120			12480	95
Newcastle Upon Tyne	Pan Haggerty	1560	400			6200	35			3408	56	5812	67		
Oxford	Scone	5438	320							3965	70	4678	82		
Coventry	Cheese fries	8799	885									6753	95	7763	45

- The organisation plan to re-order stock for the next year, using these sales figures with an increased margin of 1.25%.
- Every product in the Café is charged to customers at £2.50 per unit.

3. Tasks

Task 1 – Prepare project documentation to assist with the launch of a new Café

As part of your role as a Business Support Administrator, you have been asked to research the opportunity and develop a project plan to support the successful launch of the Café. You should consider the organisation's aims and objectives, including those in relation to waste reduction.

You may use the Internet for this task.

You must:

- a) Carry out a PESTLE analysis to identify any areas for consideration and potential risks with opening the new Café. You should consider the not-for-profit nature of the organisation.
- b) Create a project plan that includes:
 - Goals, resources and targets for the project
 - The tasks to be undertaken to ensure a successful opening of the new Café
 - Evidence on the prioritisation and time management theories that could be used to ensure tasks are completed on time
- c) Using appropriate software, create a visual timeline of your project plan.
- d) Create an outline proposal document recommending ways in which the organisation could reduce their waste and comply with relevant laws.

You should report on the potential impact that waste reduction may have on stakeholder buy-in and how stakeholder buy-in could be achieved using change management theories.

Resources:

- Assignment Brief
- House Style (Figure 3)

Conditions of assessment:

- The maximum time allocated for this task is 8 hours
- You must carry out the task on your own, under controlled conditions

What must be produced for marking:

- PESTLE analysis
- Project plan
- Visual timeline of project plan
- Outline waste proposal document

Task 2 – Prepare documentation to inform the project team about external stakeholders

You are required to support the project team to understand how external stakeholders will be engaged with, and their expectations managed, as part of the new café launch in Manchester.

You may use the Internet for this task.

You must:

- a) Create a stakeholder map that lists the potential external stakeholders that may be engaged with and what their expectations are likely to be.
- b) Develop a stakeholder engagement plan for the launch of the new café with the use of your stakeholder map.
- c) Develop a set of meeting materials that informs the project team of how the stakeholder engagement plan will be used to support and develop stakeholder engagement throughout the project.
The meeting materials should include:
 - A meeting agenda
 - A template for minutes and actions, and guidance on what will be captured
 - An introductory email to the first project meeting that will introduce the team to the project and the management of stakeholders
- d) At the first project meeting, the Finance Manager raised objections to the cost of fitting out the new Café because the cost of the eco-friendly windows and roof solar panels are three times more expensive than regular windows. They have said that they do not want to release the money to cover the cost.

You are required to write a report to the project manager explaining how you would consider responding to this objection.

Resources:

- Project Plan from Task 1
- Assignment Brief
- Internet
- House Style (Figure 3)

Conditions of assessment:

- The maximum time allocated for this task is 6 hours
- You must carry out the task on your own, under controlled conditions

What must be produced for marking:

- Stakeholder map
- Stakeholder engagement plan
- Meeting materials (Meeting agenda, Minutes template, Introductory email)
- Report in response to objection

Task 3 – Research and devise a business case for a new policy

You have now been asked by the CEO of IncludeAll to research and devise a new whistleblowing policy to be implemented in the organisation. You will be required to develop a business case for your proposal.

You may use the Internet for this task.

You must:

- a) Carry out a SWOT analysis to evidence why this new policy is needed for IncludeAll.
- b) Research whistleblowing and escalation policies/procedures that are used by similar organisations.
- c) Draft a proposed whistleblowing policy for IncludeAll. This should include a flow chart that documents the process.
- d) Develop a business case of your proposal for the CEO, capturing the key points in the form of a presentation which will be delivered to the CEO. You are required to provide justifications for any recommendations you make.
- e) Deliver the presentation to your CEO in order to gain approval for your recommendations. You will have 15 minutes to deliver your presentation. Presentation software may be used to create the presentation.

Resources:

- Assignment Brief
- Company Organisation Chart (Figure 2)
- House Style (Figure 3)

Conditions of assessment:

- The maximum time allocated for this task is 6 hours, including a maximum 15-minute presentation
- You must carry out the task on your own, under controlled conditions
- The presentation will be delivered to the CEO of the organisation, with the role of the CEO taken by your tutor

What must be produced for marking:

- SWOT analysis
- Draft whistleblowing policy, including flow chart of the process
- Presentation slides that outline the business case for the proposal
- Recording of presentation

Additional evidence for this task:

- Any notes produced of research undertaken, including citation of sources

Task 4 – Prepare documentation for a new Café Manager

The new Café manager will initially be based in the London head office for the first 6 weeks of their employment and will be required to visit all café sites during this time, including the Manchester café where they will work.

You have been asked to support the new Café manager of the Manchester site to be introduced to the organisation. You are advised that the new manager will:

- start their employment on the first Monday in September
- be required to visit all café sites within their first six weeks of employment
- be travelling to and from Central London to the other café sites
- be required to spend two full weekdays at each café site
- be able to travel at all times in the week, as well as on Sundays.

The new manager will **not** need accommodation for the days that they are based in the London office.

You may use the Internet for this task.

You must:

- (a) Research and create a travel itinerary for the new Café manager to visit all café sites within the first six weeks of their employment. The itinerary must make the most efficient use of time and money.

The travel itinerary must include:

- Travel costs with evidence of quotations that follow the organisation procurement limits
- Accommodation costs with evidence of quotations that follow the organisation procurement limits

- (b) Write an approval request for sign-off of the travel itinerary to your manager, outlining the reasons why this provides the most efficient itinerary for the new café manager. You should outline any authorisation required as part of the request.

Resources:

- Assignment Brief
- Café Site Locations (Figure 1)
- House Style (Figure 3)
- Procurement Limits (Figure 4)

Conditions of assessment:

- The maximum time allocated for this task is 3 hours
- You must carry out the task on your own, under controlled conditions

What must be produced for marking:

- Travel Itinerary with costs
- Evidence of quotations in line with the organisation procurement limits
- Sign-off approval request

Task 5 - Techniques and tools to coach the new Café Manager

You have been asked to support the coaching of the new Café Manager. They have worked as a Café Manager before, but not had experience of running a social enterprise Café within the not-for-profit sector. You need to explain and justify the techniques and tools you will use to ensure an effective coaching relationship.

You must:

- a) Prepare an information pack for the new Café Manager to explain the different types of coaching **techniques** and which one you are going to use during your coaching sessions.
- b) Prepare your own coaching plan to detail the communication skills and feedback techniques you will use.
- c) Produce a list of questions to be used for your first coaching session.

Resources:

- Assignment Brief
- House Style (Figure 3)

Conditions of assessment:

- The maximum time allocated for this task is 3 hours
- You must carry out the task on your own, under controlled conditions

What must be produced for marking:

- Information pack
- Coaching plan
- List of questions

Task 6 – Create a spreadsheet to analyse business data

You have been asked to create a working spreadsheet of the café's food provision. You will use the spreadsheet to analyse and make recommendations for cost savings.

You must:

- a) Create a data inventory document for the organisation. This needs to present a summary of the total meals consumed in one year alongside projected meal totals for the coming year, that includes a 1.25% increase on the previous year's totals. You should choose a valid format to hold the data.
- b) Use the information contained in the data inventory and information from the previous year's sales to create a spreadsheet to allow data analysis to take place.
- c) Make a recommendation for the business to offer five core food products at every café to support cost savings. You will need to,
 - Analyse the data contained within your spreadsheet to identify a recommendation
 - Write a report that explains your recommendation

Resources:

- Assignment Brief
- Café Food Products (Figure 5a)
- Café Food Annual Sales (Figure 5b)

Conditions of assessment:

- The maximum time allocated for this task is 6 hours
- You must carry out the task on your own, under controlled conditions

What must be produced for marking:

- Data Inventory document
- Spreadsheet
- Report on recommended five core food products

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