

**NCFE Level 2 Certificate in Principles of Business Administration (601/7071/2)**

**Statement of authenticity**

Learner name:

Centre number:

Centre name:

**Signatures**

Learner: Date:

Tutor/Assessor: Date:

Internal Moderator (IM)\*: Date:

External Moderator (EM)\*: Date:

\* For completion if part, or all, of the evidence has been sampled by the Internal and/or External Moderator

**Unit 01 Principles of providing administrative services (A/507/5881)**

You will:

1. Understand the organisation and administration of meetings

|  |  |
| --- | --- |
| **1.1 Describe the features of different types of meetings** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IM/EM feedback** | |

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| **1.2 Outline the different ways of providing administrative support for meetings** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.3 Explain the steps involved in organising meetings** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

1. Understand the organisation of travel and accommodation

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| --- | --- |
| **2.1 Describe the features of different types of business travel and accommodation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.2 Explain the purpose of confirming instructions and requirements for business travel and accommodation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.3 Explain the purpose of keeping records of business travel and accommodation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

1. Understand how to manage diary systems

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| **3.1 Describe the features of hard copy and electronic diary systems** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **3.2 Explain the purpose of using diary systems to plan and co-ordinate activities and resources** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **3.3 Describe the types of information needed to manage a diary system** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

1. Understand how to manage diary systems (cont’d)

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| --- | --- |
| **3.4 Explain the importance of obtaining correct information when making diary entries** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

You will:

4. Understand how to use office equipment

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| **4.1 Describe different types of office equipment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

4. Understand how to use office equipment (cont’d)

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| --- | --- |
| **4.2 Explain the uses of different types of office equipment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **4.3 Describe factors to be considered when selecting office equipment to complete tasks** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **4.4 Describe how to keep waste to a minimum when using office equipment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

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

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| **5.1 Describe the types of mail services used in business organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **5. 2 Explain the need for different types of mail services** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **5.3 Explain the factors to be considered when selecting mail services** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

5. Understand the use of mail services in a business context (cont’d)

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| --- | --- |
| **5.4 Explain the factors to be taken into account when choosing postage methods** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 01 Principles of providing administrative services (A/507/5881) (cont’d)**

You will:

6. Understand customer service in a business environment

|  |  |
| --- | --- |
| **6.1 Describe different types of customers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **6.2 Describe the impact of their own behaviour on a customer** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **6.3 Explain the impact of poor customer service** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885)**

You will:

1. Understand how to prepare business documents

|  |  |
| --- | --- |
| **1.1 Describe different types of business documents that may be produced and the format to be followed for each** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.2 Explain the use of different types of information communication technology (ICT) for documents production** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.3 Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

1. Understand how to prepare business documents (cont’d)

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| **1.4 Explain the importance of document version control and authorisation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.5 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.6 Explain how to check the accuracy of business documents** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

2. Understand the distribution of business documents

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| **2.1 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.2 Describe different types of distribution channels** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

3. Understand how information is managed in business organisations

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| **3.1 Describe the types of information found in business organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **3.2 Explain the need for safe storage and efficient retrieval of information** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **3.3 Describe the features of different types of systems used for storage and retrieval of information** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

3. Understand how information is managed in business organisations (cont’d)

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| **3.4 Describe the legal requirements for storing business information** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

You will:

4. Understand the essential requirements of business documents

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| **4.1 Explain the requirements for language, tone, image and presentation for different documents** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

4. Understand the essential requirements of business documents (cont’d)

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| **4.2 Explain how to integrate images into documents** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **4.3 Describe how corporate identity impacts upon document production** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **4.4 Explain the requirements of data protection, copyright and intellectual property legislation relating to document production** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 02 Principles of business document production and information management (R/507/5885) (cont’d)**

You will:

4. Understand the essential requirements of business documents (cont’d)

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| **4.5 Describe organisational procedures for version control** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **4.6 Describe security requirements relating to document production** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 03 Understand communication in a business environment (M/507/5893)**

You will:

1. Understand the requirements of written and verbal business communication

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| **1.1 Explain why different communication methods are used in the business environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.2 Describe the communication requirements of different audiences** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.3 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 03 Understand communication in a business environment (M/507/5893) (cont’d)**

You will:

1. Understand the requirements of written and verbal business communication (cont’d)

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| **1.4 Explain the importance of using appropriate body language and tone of voice when communicating verbally** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 04 Understand employer organisations (A/507/5895)**

You will:

1. Understand organisational structures

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| **1.1 Explain the differences between the private sector, public sector and voluntary sector** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.2 Explain the functions of different organisational structures** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.3 Describe the features of different types of legal structures for organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 04 Understand employer organisations (A/507/5895) (cont’d)**

You will:

2. Understand the organisational environment

|  |  |
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| **2.1 Describe the internal and external influences on organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.2 Explain the use of different models of analysis in understanding the organisational environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.3 Explain why change in the business environment is important** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 05 Understand how to develop working relationships with colleagues (F/507/5896)**

You will:

1. Understand the principles of effective team working

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| **1.1 Outline the benefits of effective team working** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.2 Describe how to give feedback constructively** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.3 Explain conflict management techniques that may be used to resolve team conflicts** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IM/EM feedback** | |

**Unit 05 Understand how to develop working relationships with colleagues (F/507/5896) (cont’d)**

You will:

1. Understand the principles of effective team working (cont’d)

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| **1.4 Explain the importance of giving team members the opportunity to discuss work progress and any issues arising** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **1.5 Explain the importance of warning colleagues of problems and changes that may affect them** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

**Unit 05 Understand how to develop working relationships with colleagues (F/507/5896) (cont’d)**

You will:

2. Understand how to buddy a colleague

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| **2.1 Describe what is expected of a buddy** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.2 Explain techniques to give positive feedback and constructive criticism** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |

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| **2.3 Explain techniques to establish rapport with a buddy** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IM/EM feedback** | |