

# **Level 2 Certificate in Principles of Business and Administration**



**4475-202**

## **Principles of Providing Administrative Services**

[www.cityandguilds.com](http://www.cityandguilds.com)

August 2010  
Version 1.0

**Version: Sample**

This assignment contains assessor and candidate instructions.

## **About City & Guilds**

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

## **City & Guilds Group**

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

## **Equal opportunities**

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

## **Copyright**

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2009 and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

## **Publications**

City & Guilds publications are available on the City & Guilds website or from our Customer Relations department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 2405.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

**City & Guilds**  
**1 Giltspur Street**  
**London EC1A 9DD**  
**T +44 (0)20 7294 2800**  
**F +44 (0)20 7294 2400**

**[www.cityandguilds.com](http://www.cityandguilds.com)**  
**[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

# **Level 2 Certificate in Principles of Business and Administration**

## **4475-202 Principles of Providing Administrative Services**

### **Assessor's instructions**

<b>Assignment number</b>	<b>4475-202</b>
<b>Version</b>	<b>SAMPLE</b>

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

### Notes for guidance

This assignment comprises the assessment for Unit 202 of the Level 2 Certificate in Principles of Business and 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 some research prior to the taking this assignment, the results of which can be included in evidence. Prior to taking the assignment candidates will need to consider:

- Office equipment – features and use
- Prevention of waste
- How to create an agenda
- Reception work

#### **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.

# **Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services**

## **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.

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

Outcomes

### Section A

Task	Evidence	Outcome reference
1	Identified features and effective use of telephone, franking machine and photocopier Identified reduction of waste in the office	1.1, 1.2, 2.1, 3.1 4.2, 4.3
2	Drafted agenda  Listed methods for ensuring security in reception and for presenting a positive image  Listed uses of a diary in reception  Checklist of information required to arrange rail travel	5.2, 5.3  8.2, 9.2, 9.3, 1.3  7.1  6.1

### Section B

Question	Outcome reference
Question 1	2.3
Question 2	2.2
Question 3	3.2
Question 4	3.3
Question 5	4.1
Question 6	5.1
Question 7	6.2
Question 8	8.1
Question 9	8.3
Question 10	8.4

# **Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services**

## **Candidate's instructions**

<b>Assignment number</b>	<b>4475-202</b>
<b>Version</b>	<b>SAMPLE</b>

# **Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services**

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 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 requires you to identify features and use of a telephone, franking machine and photocopier, and how to reduce waste in the office.

Task 2 requires you to draft an agenda and to list methods for ensuring security in reception and for presenting a positive image. You are also required to list uses of a diary in reception work and requirements for arranging rail travel.

### **Section B**

Complete 10 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.

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

### Section A

#### Task 1

a. Complete the table below for the **three** pieces of equipment:

Equipment	State <b>three</b> features of using each piece of equipment	State <b>three</b> guidelines for using each piece of equipment
Telephone	1 2 3	1 2 3
Franking machine	1 2 3	1 2 3
Photocopier	1 2 3	1 2 3

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

# Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

b. Identify **four practical** ways of reducing waste in the office.

1
2
3
4

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

### Task 2

**Scenario:**

You work as one of the receptionists for Mattingly Accountancy Services, and it has been decided that reception procedures need to be improved, namely those relating to security and how to present a positive image of the company. Terry, the Senior Reception Manager, has decided to address these issues at the next monthly reception staff meeting to be held next Thursday at 8.00 am.

- a. You are required to draft below the agenda for this meeting which will be held in Room 1A.

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

b. In preparation for the meeting, make a list of **five possible** security procedures that could be followed in reception, and **five** ways the reception staff can present a positive image.

Reception Security Measures
1
2
3
4
5

How to present a positive image
1
2
3
4
5

# Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

c. Give **two** different uses of a diary on reception.

1. \_\_\_\_\_

2. \_\_\_\_\_

d. You are required to arrange rail travel for Terry for next Monday; write a checklist with **three** items of information you will require in order to do this. (Marks will not be awarded for date as this is given)

1	
2	
3	

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

# Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

## Section B

Answer **all** questions in this section – 20 marks.

1. State **two** factors that would affect the cost of sending a letter by post.

---

---

*(2 marks)*

2. Briefly explain the use of an internal circulation slip.

---

*(1 mark)*

3. Identify **two** reasons why it would be necessary to consult the manufacturer's instructions when using a piece of equipment.

---

---

---

*(2 marks)*

4. Identify **two** reasons for routinely keeping a computer keyboard clean.

---

---

---

*(2 marks)*

5. Explain **two** reasons why an organisation would wish to avoid wasting consumable items.

---

---

---

*(2 marks)*

# Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

6. Identify **two** types of meeting.

---

---

(2 marks)

7. Identify **two** purposes of providing an itinerary to travellers.

---

---

(2 marks)

8. Give **two** examples of internal customers.

---

---

---

(2 marks)

9. Describe **two** ways of building rapport with a customer.

---

---

(2 marks)

10. State **three** different special requirements a customer may have.

---

---

---

(3 marks)

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

### Marking & grading criteria

(Not to be shown to candidates until grading is complete)

Assignment number	4475-202
Version	Sample

<b>Candidate name:</b>	
<b>Enrolment no:</b>	
<b>Signature:</b>	
<b>Date:</b>	<b>Pass / Merit / Distinction / Re-sit</b>

<b>Assessor name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Internal Quality sampled by:</b>	
<b>Signature:</b>	<b>Date:</b>

## Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

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 **31** criteria shown as  in section A and pass section B.

Merit – Candidates must meet all criteria shown as  and **34** criteria shown as  in section A and pass section B.

Distinction – candidates must meet all criteria shown as  and **38** criteria shown as  in section A and pass section B.

Section	Mark
A	
B	
Overall <b>Grade</b> Achieved	Pass / Merit / Distinction

Candidate name:

Enrolment no:

Assessor name:

Date:

Assessor signature:

# Level 2 Certificate in Principles of Business and Administration

## 4475-202 Principles of Providing Administrative Services

### Section A

Task 1	Outcome ref	Marking criteria	Marking
<b>Tasks 1 &amp; 2</b>		All parts of tasks 1 and 2 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.	□
<b>Task 1</b>			
a	1.1, 1.2 2.1, 3.1	<p><b>Three</b> features for each of  <i>Telephone</i>, eg call forwarding/divert, redial last number, caller announcement, number storage, quick dial keys, conferencing, loudspeaker  <i>Franking machine</i>, eg calculating postage, printing logo, prints labels, automatic date update, single/continuous feeder, records amount spent, sealer  <i>Photocopier</i>, eg collating, duplexing, auto feed, enlarge/reduce, multi copies, binding/stapling</p> <p><b>Three</b> guidelines for use of each, eg            Telephone: have pen and paper ready, prepare for call, introduce self/dept on answering, appropriate language            Franking machine: check required postal service selected, check correct date, maintain ink levels, do not allow credit to run out, keep record of top ups            Photocopier: ensure platen clean, run test copy, keep media stocked up, load paper correctly, select size/no of copies</p>	○○○  ○○○  ○○○  ○○○ ○○○
B	4.2, 4.3	<p><b>Four</b> practical ways of reducing waste in the office, eg proof-read before printing, do not print emails, reuse paper for scrap pads, reuse envelopes for internal mail, make test copies before photocopying large jobs, reuse square cut folders by turning inside out/applying new label, replace lids on marker pens/correcting fluid, store paper to prevent spoilage, solar/rechargeable batteries for equipment</p>	○○○○
To pass Task 1 candidates must meet all criteria shown as □ and 15 criteria shown as ○			<b>Pass / Fail</b>

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

## Level 2 Certificate in Principles of Business and Administration

### 4475-202 Principles of Providing Administrative Services

	Outcome ref	Marking criteria	Marking
<b>Task 2</b>			
a	5.2, 5.3	<p>Agenda drafted to acceptable layout containing the heading “Agenda” and the <b>two</b> listed items – Security Procedures, Presenting a Positive Image (<i>or similar</i>)</p> <p><b>Title</b> is “Reception Team Meeting” (<i>or similar</i>) and shows <b>date</b> (<i>Thursday after assignment</i>), <b>time</b> 8.00am and <b>venue</b> Room 1A</p> <p>Agenda contains the following <b>three</b> standard items before the 2 listed above:  Apologies for absence, Minutes of last meeting, Matters Arising</p> <p>and the following <b>two</b> standard items after the 2 listed items:  Any other business, Date/time of next meeting</p>	<p>○</p> <p>○○○○</p> <p>○○○</p> <p>○○</p>
b	8.2, 9.2, 9.3	<p>Identified how to address security and present a positive image in reception work with <b>five</b> ways to address security in reception, eg visitors’ register, visitor badges, escort visitors, sign in/out, staff ID badges/passes, notice to motorcycle couriers to remove helmets, desk not to be unattended</p>	○○○○○
	1.3	<p>and <b>five</b> ways the reception staff can present a positive image, eg smile/positive body language, greeting, personal presentation/smartness, use of visitor name, appropriate language, keep area tidy, professional under pressure, polite and courteous, keep visitors informed, discreet</p>	○○○○○
c	7.1	<p>Gave <b>two</b> different uses of a diary on reception, eg knowing what visitors are expected, managing bookings of facilities, noting who visitors are to see, ensuring adequate reception cover/noting holidays and other absences</p>	○○
d	6.1	<p>Checklist with <b>three</b> items of additional information, eg departure station, departure/arrival time, class of travel, type of seat, onward travel requirements</p>	○○○
To pass Task 2 candidates must meet <b>16</b> criteria shown as ○			<b>Pass / Fail</b>

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_

## Level 2 Certificate in Principles of Business and Administration

### 4475-202 Principles of Providing Administrative Services

#### Section B

Question	Outcome ref	Marking criteria	Marking
1	2.3	<p><b>Two</b> factors that would affect the cost of sending a letter by post, eg</p> <ul style="list-style-type: none"> <li>• weight</li> <li>• size</li> <li>• urgency</li> <li>• destination.</li> </ul>	1 mark each to a maximum of 2 marks
2	2.2	<p>Explained the use of an internal circulation slip, eg</p> <p>A list of recipients attached to a mailing in order to route it to several people in turn within an organisation.</p>	1 mark
3	3.2	<p><b>Two</b> reasons why it would be necessary to consult the manufacturer's instructions when using a piece of equipment, eg</p> <ul style="list-style-type: none"> <li>• for efficient operation</li> <li>• for health and safety reasons</li> <li>• to avoid damage to equipment</li> <li>• when trouble shooting</li> <li>• to check terms of guarantee</li> </ul>	1 mark each to a maximum of 2 marks
4	3.3	<p><b>Two</b> reasons for routinely keeping a computer keyboard clean, eg</p> <ul style="list-style-type: none"> <li>• in respect for other users</li> <li>• keep it hygienic</li> <li>• to ensure its efficient operation</li> </ul>	1 mark each to a maximum of 2 marks
5	4.1	<p><b>Two</b> reasons why an organisation would wish to avoid wasting consumables, eg</p> <ul style="list-style-type: none"> <li>• reasons of economy</li> <li>• ethical – being environmentally aware</li> </ul>	1 mark each to a maximum of 2 marks
6	5.1	<p><b>two</b> types of meeting, eg Annual General Meeting, Board Meeting, Departmental Meetings, Management meetings, Committee meetings, team and progress meetings.</p>	1 mark each to a maximum of 2 marks

## Level 2 Certificate in Principles of Business and Administration 4475-202 Principles of Providing Administrative Services

Question	Outcome ref	Marking criteria	Marking
7	6.2	<b>Two</b> purposes of an itinerary, eg <ul style="list-style-type: none"> <li>• to provide a schedule with timings</li> <li>• to give details of travel times and details</li> <li>• to give details of accommodation details</li> </ul>	1 mark each to a maximum of 2 marks
8	8.1	<b>Two</b> examples of internal customers, eg <ul style="list-style-type: none"> <li>• a colleague in another department</li> <li>• the restaurant within a hotel</li> </ul>	1 mark each to a maximum of 2 marks
9	8.3	<b>Two</b> ways of building rapport with a customer. eg <ul style="list-style-type: none"> <li>• Treat customer as individual</li> <li>• Listen to customer</li> <li>• Make eye contact</li> <li>• Keep promises</li> </ul>	1 mark each to a maximum of 2 marks
10	8.4	<b>Three</b> different requirements a customer may have, eg <ul style="list-style-type: none"> <li>• Requiring product/service information – price, location, details</li> <li>• Requiring assistance eg with small children</li> <li>• Requiring customer service – refunds, returns, complaints</li> <li>• Special needs –               <ul style="list-style-type: none"> <li>Foreign language speaker</li> <li>Hearing impaired</li> <li>Sight impaired</li> <li>Mobility impaired</li> </ul> </li> </ul>	1 mark each to a maximum of 3 marks
			<b>Total 20 marks</b>
<b>Pass = 15 marks</b>			_____ / 20

Candidate Name \_\_\_\_\_

Candidate enrolment no: \_\_\_\_\_ Date \_\_\_\_\_