

Administration (Business Professional)

Unit Title:	Written business communication
OCR unit number:	7
Level:	2
Credit value:	4
Guided learning hours:	40
Unit reference number:	L/505/7045

Unit purpose and aim

This unit aims to develop a learner's skills and knowledge of written business communications in contexts that are relevant to workplace situations. Learners will be able to produce documents to an acceptable standard and demonstrate an understanding of a wide range of communication methods and their suitability for various purposes. The unit is also designed to develop learners' ability to extract relevant information from a range of sources and follow instructions accurately.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Know the purpose of written business communication	The Learner can: 1.1 Describe the purpose of different forms of written communication including: <ul style="list-style-type: none"> • Formal • Informal 	<ul style="list-style-type: none"> • To inform, promote, summarise, request information, give instructions, complain or apologise • Internal customers • External customers
2 Be able to extract information for the purpose of written business communication	2.1 Extract information for the purpose of producing business documents	<ul style="list-style-type: none"> • Identify relevant sources for the document in question • Reject inappropriate information • Identify accurate information to be included • Summarising information

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>3 Be able to produce business documents</p>	<p>3.1 Produce business documents that comply with the requirements of a business environment by:</p> <ul style="list-style-type: none"> • Structuring information • Use of acceptable layouts and conventions • Use of tone and language • Checking for accuracy 	<ul style="list-style-type: none"> • Use professional formats <ul style="list-style-type: none"> Letter – reference, date, address, salutation, heading and complimentary close • Email – subject headings, cc, bcc and high/low priority, appropriate greeting and close • Agenda – apologies, minutes, matters arising, AOB and date of next meeting • Reports – business format, appropriate headings • Leaflet/notices – structured to create a desired effect • Forms – completed correctly or designed to capture required information • Present information for ease of use: <ul style="list-style-type: none"> – organise information into a logical order – clear and concise • Tone and style to reflect the business and specific purpose: <ul style="list-style-type: none"> – Tact – diplomacy – persuasion – technical style to meet circumstances – appropriate vocabulary limit jargon – taking account of recipient’s needs • Accurate use of English to include: <ul style="list-style-type: none"> – consistent and accurate punctuation – accurate spelling – information organised logically – sentences structured correctly – good use of paragraphs – no text language – level of vocabulary to suit different situations

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website www.ocr.org.uk .

Additional information

For further information regarding administration for this qualification, please follow the link to [OCR's Administration area](#).