Administration (Business Professional)

Unit Title:	**Understanding functions and roles within business organisations**
OCR unit number:	16
Level:	3
Credit value:	4
Guided learning hours:	36
Unit reference number:	M/505/7054

Unit purpose and aim

This unit aims to extend the learner's knowledge of the functional areas and organisational roles of people within an organisation. Learners will also explore different types of stakeholders and their relevance and further their understanding of the part individuals and groups of employees play in achieving the strategic objectives of the organisation.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills

The Learner will:
1 Understand objectives within business organisations
	The Learner can:
	1.1 Critically compare the objectives of different business organisations
		• Objectives may include:
		  – to increase company revenue
		  – to maximise profits
		  – to become more environmentally friendly
		  – to increase employees skills via training
		  – to expand the company in terms of recruiting more staff
		  – maintain/improve customer service

2 Understand the main functional areas within business organisations	2.1 Review the main functional areas within business organisations	• Range of activities carried out in the functional areas of organisations:
		  – finance/accounting
		  – human resources/personnel
		  – purchasing
		  – production/operations
		  – research and development
		  – sales
		  – marketing
		  – administration
		  – legal
		
		• Agencies, consultants and other organisations which provide services

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	2.2 Analyse how the main functional areas interact in business organisations	• A full range of interactions covering all the functional areas should be considered. Examples would include: − administration and IT − finance and production − product design and IT
3 Understand different organisational structures within a business environment	3.1 Critically compare different organisational structures	• Responsibility and authority in different structures and the effect on working relationships: − hierarchy − chain of command − flat structures & delayering − matrix − span of control − working in teams − relationships: authority, advisory, staff
	3.2 Analyse how structures can affect authority within an organisation	• The ways in which organisations may be internally structured: − centralised/ decentralised − departmental − markets/customers − geographical − product based − project based/matrix − importance of interaction between departments/groups
4 Understand organisational roles within a business environment	4.1 Differentiate roles and responsibilities within levels of a business organisation	• Typical roles and responsibilities at different levels of an organisational structure, e.g.: − different levels and types of management and how responsibilities may differ according to structure of organisation − specialists − generalists

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills

5 Understand types of stakeholders in a business	5.1 Critically compare the characteristics of internal and external stakeholders	• Stakeholders are people that own a piece of a business or organisation and have an equal influence
		• External stakeholders:
		  – invest money and /or resources and expect a return on what they invest
		• Internal stakeholders:
		  – work for a business or organisation and expect a good rate of pay and job satisfaction

	5.2 Analyse how different stakeholders may have different aims and objectives
	
	5.3 Explain the impact that different stakeholders may have on a business
		• Different stakeholders:
		  – Primary – most important as the business wouldn't survive without them, they may include customers or suppliers
		  – Active – aim to become involved in business activities, may be managers, employees or pressure groups
		  – Passive – do not aim to become involved in business activities

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 .

Functional skills signposting

The functional skills mapping for this unit is detailed in the centre handbook which can be found on the OCR website www.ocr.org.uk .

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .