

BAP22

Principles of providing administrative services



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Level: 2

Credit value: 4

Unit aims

The purpose of this unit is to provide learners with the knowledge and understanding needed to complete core administrative tasks in a business environment, including using office equipment, handling mail, using telephone equipment, minimising waste, providing reception services and effective customer service.

Learning outcomes

There are **nine** learning outcomes to this unit. The learner will:

1. Understand how to make and receive telephone calls
2. Understand how to handle mail
3. Understand how to use different types of office equipment
4. Understand how to keep waste to a minimum in a business environment
5. Know how to make arrangements for meetings
6. Understand procedures for organising travel and accommodation arrangements
7. Understand diary management procedures
8. Understand the purpose of delivering effective customer service and how to do so
9. Understand the purpose of reception services and how to follow reception procedures

Guided learning hours

It is recommended that **32** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards (if appropriate)

This unit is linked to the national occupational standards for business and administration.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Council for Administration (CfA), the sector skills council for business and administration.

Functional skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for, the following key skills:

- Application of number
- Communication
- Information and communication technology
- Improving own learning and performance
- Problem solving
- Working with others

Unit assessment

Learners will be required to provide a portfolio of evidence indicating that they have met all the unit outcomes and assessment criteria.

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Learning outcomes and assessment criteria

Outcome 1 Understand how to make and receive telephone calls

The learner can:

1. describe the different features of telephone systems and how to use them
2. describe how to follow organisational procedures when making and receiving telephone calls
3. explain the purpose of giving a positive image of self and own organisation

Outcome 2 Understand how to handle mail

The learner can:

1. explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages
2. identify different internal and external mail services available to organisations
3. describe the methods of calculating postage charges for mail or packages

Outcome 3 Understand how to use different types of office equipment

The learner can:

1. identify different types of equipment and their uses
2. explain the purpose of following manufacturer's instructions when using equipment
3. explain the purpose of keeping equipment clean, hygienic and ready for the next user

Outcome 4 Understand how to keep waste to a minimum in a business environment

The learner can:

1. explain why waste should be kept to a minimum in a business environment.
2. identify the main causes of waste that may occur in a business environment
3. identify ways of keeping waste to a minimum in a business environment

Outcome 5 Know how to make arrangements for meetings

The learner can:

1. identify different types of meetings and their main features
2. identify the sources and types of information needed to arrange a meeting
3. describe how to arrange meetings

Outcome 6 Understand procedures for organising travel and accommodation arrangements

The learner can:

1. explain the purpose of confirming instructions and requirements for business travel and accommodation
2. outline the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow
3. explain the purpose of keeping records of business travel or accommodation arrangements

Outcome 7 Understand diary management procedures

The learner can:

1. explain the purpose of using a diary system to plan activities
2. identify the information needed to maintain a diary system

Outcome 8 Understand the purpose of delivering effective customer service and how to do so

The learner can:

1. contrast the differences between internal and external customers in a business environment
2. explain why customer service should meet or exceed customer expectations
3. identify the purpose and ways of building positive relationships with customers
4. identify how customers demonstrate their own needs and expectations

Outcome 9 Understand the purpose of reception services and how to follow reception procedures

The learner can:

1. describe the purpose of the receptionist role as the first point of contact between the public/client and an organisation
2. explain how to present a positive image of self and the organisation and the purpose of doing so
3. explain how to carry out entry, departure, security and confidentiality procedures in a reception area