

Unit 15: Manage an Office Facility

Unit reference number: K/506/1944

QCF level: 3

Credit value: 4

Guided learning hours: 21

Unit summary

Any business that operates from an office facility will require staff to establish and manage the processes, procedures, systems and equipment to ensure that the facility operates safely, effectively and efficiently.

In this unit you will gain understanding of how to ensure that equipment and associated consumables are properly monitored and maintained so that colleagues can use them with confidence. You will also explore the importance of budget constraints and effective supplier relationships.

You will consider the factors to be taken into account in the design of office systems, procedures and guidance documents, and will continually assess the effectiveness of these, making changes when needed, as an office will only operate effectively if there are good systems and procedures in place for everyone to follow.

Regular monitoring of the administrative services that you offer will ensure that these meet the quality standards agreed with your employers.

Learning outcomes and assessment criteria

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements the learner is expected to meet to achieve the unit.

Learning outcomes	Assessment criteria
<p>1 Understand the management of an office facility</p>	<p>1.1 Explain the requirements of establishing and implementing office management procedures</p> <p>1.2 Explain how to manage the effectiveness of work and systems</p> <p>1.3 Explain how to manage any constraints attached to office facilities and related budgets</p> <p>1.4 Explain the factors to be taken into account in the design of office systems, procedures and guidance documents</p> <p>1.5 Explain how to create an environment that is conducive to productive work</p>
<p>2 Be able to manage and maintain an office facility</p>	<p>2.1 Maintain equipment and consumables to agreed levels</p> <p>2.2 Establish systems to evaluate the effectiveness of office systems and procedures</p> <p>2.3 Review the effectiveness of office systems and procedures to meet users' needs, adapting them to meet changing demands</p> <p>2.4 Manage the maintenance of office equipment to meet users' needs and expectations</p> <p>2.5 Manage effective relationships with suppliers</p> <p>2.6 Take action to ensure that administrative services are provided to agreed standards</p>

Unit amplification

AC1.1: Explain the requirements of establishing and implementing office management procedures

- *Requirements for establishing procedures:* compliance, e.g. legislative, organisational; operational needs, e.g. consistency, managing risks, continuous improvement; timelines, e.g. what needs to be done daily, weekly, monthly, annually; physical resource requirements human resource requirements; workflow requirements
- *Requirements for implementing procedures:* clear communications; staff training; establishing productive workflow; health and safety requirement compliance; data protection requirement compliance; stakeholder feedback; customer feedback; service level agreement(s); premises

AC1.2: Explain how to manage the effectiveness of work and systems

- *Management:* ongoing evaluation of facility performance; ongoing evaluation of systems; changes to systems as a result of evaluation; effective communication with staff and management; monitoring outputs; monitoring of machinery and equipment; keeping updated on new legislation; staff training
- *Work and systems:* workflow; processes; outputs; equipment, e.g. avoid breakdowns leading to loss of production, upgrades

AC1.3: Explain how to manage any constraints attached to office facilities and related budgets

- *Management:* continuous liaison, e.g. with staff and management, with other departments, with suppliers; continuous monitoring of budgets to take account of unexpected circumstances and emergencies
- *Constraints:* insufficient resources; insufficient staff to maintain systems and procedures; legislative requirements; insufficient cash flow; insufficient budget

AC1.4: Explain the factors to be taken into account in the design of office systems, procedures and guidance documents

- *Office systems and procedures:* design brief and customer requirements; clear and logical layout of procedures; communication systems; setting staff responsibilities to meet corporate policies; staff knowledge and training required; staff acceptance; risk assessments; health and safety responsibilities; budget, equipment and technology requirements; workflow
- *Guidance documents:* meeting the needs of the target audience; fitness-for-purpose; legislative requirements; corporate/professional image; ease of use; clarity of flow charts and organisational charts; level and type of language used; currency

AC1.5: Explain how to create an environment that is conducive to productive work

- *Consideration of conducive environment:* environment, e.g. air circulation, décor, heating, lighting levels, office layout, noise levels, welfare facilities; equipment, e.g. appropriateness, performance; furniture, e.g. type and usage, ergonomics, workstations; health and safety; security

Information for tutors

Suggested resources

Books

Lapsley A – *Business and Administration Student Handbook: Level 3* (Skills CFA, 2011) ISBN 9780956773821

Sutherland J and Sutherland D – *Business Administration NVQ Level 3* (Hodder Education, 2011) ISBN 9781444144222

Watkins B and Parton N – *NVQ/SVQ Level 3 Business & Administration Candidate Handbook (NVQ Administration)* (Heinemann, 2011) ISBN 9780435046880

Websites

www.hse.gov.uk/legislation – Health and Safety Executive: providing information on health and safety rights and responsibilities

www.ico.org.uk/for_organisations/data_protection/the_guide – Information Commissioner's Office: guide to data protection

Assessment

To pass this unit the evidence that the learner presents for assessment must demonstrate that they have met the required standard specified in the learning outcomes and assessment criteria and the requirements of the Assessment Strategy.

To ensure that the assessment tasks and activities enable learners to produce valid, sufficient, authentic and appropriate evidence that meet the assessment criteria, centres should apply the *Unit assessment guidance* provided and the requirements of the Assessment Strategy given below.

Wherever possible, centres should adopt a holistic approach to assessing the units in the qualification. This gives the assessment process greater rigour and minimises repetition, time and the burden of assessment on all parties involved in the process.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the Skills CFA Assessment Strategy for Business Administration, Customer Service and Management and Leadership in *Annexe A*. Simulation is not allowed for this unit. All evidence of occupational competence should be generated through performance under workplace conditions; this includes evidence of achievement for knowledge-based learning outcomes and associated assessment criteria.

Unit assessment guidance

This guidance supports assessors in making decisions about how best to assess each unit and the evidence needed to meet the requirements. Centres can adapt the guidance as appropriate for learners and the particular assessment context.

Learning outcome 1 could be assessed through a reflective account or professional discussion, these give the learner much more scope to give in-depth responses. When planning a professional discussion, the assessor should encourage the learner to give examples of routine work products to supplement the discussion evidence. For example, monitoring and maintaining equipment and consumables, where logs, diaries, lists and associated emails could be used (AC1.2 and AC1.3) or how they have introduced and managed processes and facilities in order to create a productive working environment (AC1.5).

For learning outcomes 2 and 3, the primary assessment method is likely to be direct observation to confirm that the learner is achieving all the performance assessment criteria. For example, an observation of a team meeting where the learner is giving feedback to the team on monitoring of systems and procedures and seeking their input on how to move forward with change (AC2.3, AC2.5 and AC2.6). The learner can be observed and at the close of the observation a discussion session can be conducted. The use of a digital voice recorder is recommended for both observation and professional discussion.

Evidence of work products could be used to support the assessment of competence through observed performance. For example, review documentation or staff surveys could demonstrate the reviewing of the effectiveness of office systems (AC2.3). Other examples of work products could be equipment usage logs, office facilities guides produced for users, office issues/problems logs, office monitoring records, office system reports, records of communications and meetings and staff training programmes. Any product that is part of the learner's routine working can be used. However, the work products must be evaluated and commented on by the assessor and should be kept in their usual location, the learner must signpost where they are kept.

This unit deals with the skills used when managing people and the work environment, so supporting witness testimonies from peers and management are recommended in order to give third party confirmation of sustained performance over a period of time.

Evidence of Recognition of Prior Learning (RPL) can be used in the unit to confirm competence. Wherever possible, the learning outcomes in this unit should be assessed holistically across the qualification.