

<b>Title</b>	Principles of administration	
<b>Skills CFA Reference</b>	B&A 58	
<b>Level</b>	3	
<b>Credit Value</b>	6	
<b>GLH</b>	27	
<b>Unit Reference No.</b>	Y/506/1941	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to manage an office facility	1.1 Explain the legal requirements relating to the management of office facilities 1.2 Describe the typical services provided by an office facility 1.3 Explain how to establish office management procedures 1.4 Explain how to manage office resources 1.5 Explain techniques to monitor and manage work flows 1.6 Explain typical support and welfare facilities for office workers	
2. Understand health and safety in a business environment	2.1 Explain the legal obligations of the employer for health and safety in the workplace 2.2 Explain an individual's responsibilities for health and safety in the workplace 2.3 Describe accident and emergency procedures	
3. Understand how to take minutes of meetings	3.1 Explain the purpose of meeting minutes 3.2 Explain the legal implications of meeting minutes 3.3 Explain the importance of accuracy in minute taking 3.4 Describe what should and should not be included in different types of meeting minutes 3.5 Describe how to take notes during meetings	
4. Understand how to chair, lead and manage meetings	4.1 Explain the features and purpose of different types of formal and informal meeting 4.2 Explain the role and responsibilities of the chair 4.3 Explain the role of others in a meeting	

	<p>4.4 Explain techniques to facilitate a meeting</p> <p>4.5 Explain the information requirements of a meeting before, during and after a meeting</p>
5. Understand how to supervise an administration team	<p>5.1 Explain the use of targets and budgets to manage workloads</p> <p>5.2 Explain how to allocate work to individual team members</p> <p>5.3 Explain different quality management techniques to manage the performance of an administrative team</p> <p>5.4 Explain the techniques used to identify the need for improvements in team outputs and standards</p>
6. Understand how to organise events	<p>6.1 Explain the characteristics, requirements and purposes of different types of events</p> <p>6.2 Explain the types of information and information sources needed to organise an event</p> <p>6.3 Explain how to plan an event</p> <p>6.4 Explain how to identify the right resources from an event plan</p> <p>6.5 Describe the likely types of information needed by delegates before, during and after an event</p>

Additional Information about the unit	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	<p>Business &amp; Administration (2013) National Occupational Standards:</p> <ul style="list-style-type: none"> <li>• CFABAA118 Manage an office facility</li> <li>• CFABAA121 Supervise an office facility</li> <li>• CFABAA312 Organise and co-ordinate events</li> <li>• CFABAA413 Chair meetings</li> <li>• CFABAA441 Take minutes</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector	15.2