

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	The Role of an Administrator
Unit Reference Number:	F/507/5266
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the role of an administrator in an office	1.1 Describe the different activities carried out by an administrator in an office
	1.2 Describe how an administrator can support team activities
2. Be able to carry out administrative tasks	2.1 Follow organisational procedures for making and receiving telephone calls
	2.2 Follow organisational procedures for dealing with office mail
	2.3 Use different types of office equipment for a variety of tasks
3. Understand key administrative duties	3.1 Describe key administrative duties in an office environment.
	3.2 Explain the purpose of a diary system to plan organisational activities
	3.3 Identify the information needed to maintain an office diary system
	3.4 Explain the process for ensuring that there are sufficient office supplies
	3.5 Explain how to monitor equipment usage including reporting faults

4. Understand the importance of confidentiality of information	4.1 Describe the importance of maintaining confidentiality and security of information
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