Qualification Specification for:

- ➢ **OCN NI Level 1 Award in Office Skills**
  Qualification No: 603/3284/0

- ➢ **OCN NI Level 1 Certificate in Office Skills**
  Qualification No: 603/3285/2

Qualification Regulation Information

OCN NI Level 1 Award in Office Skills: 603/3284/0

Operational start date: 01 June 2018
Operational end date: 31 May 2028
Certification end date: 31 May 2029

OCN NI Level 1 Certificate in Office Skills: 603/3285/2

Operational start date: 01 June 2018
Operational end date: 31 May 2028
Certification end date: 31 May 2029

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification, and the certification end date is the last date by which learners must complete the qualification and claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (**http://register.ofqual.gov.uk/**). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

OCN NI Contact Details

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

2

Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualifications:

- → **OCN NI Level 1 Award in Office Skills**
- → **OCN NI Level 1 Certificate in Office Skills**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at **www.ocnni.org.uk**

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

3

Contents

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

4

About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (**http://register.ofqual.gov.uk/**). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

For further information about the RQF see:
https://www.ocnni.org.uk/blog/regulated-qualifications-framework-rqf/

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

5

Qualification Features

Sector Subject Area
15.2   Administration

Qualifications Aim
The OCN NI Level 1 Award and Certificate in Office Skills have been designed to help learners develop skills and knowledge in a wide range of office related duties.

Qualifications Objectives
The objectives of the qualifications are to enable learners to:

- gain basic skills in office duties such as filing, using email and producing business documents
- develop core skills such as customer service and oral presentation
- prepare for entry into employment in a range of administrative roles

The qualifications relate to the National Occupational Standards for Office Skills.

https://www.ukstandards.org.uk/Pages/results.aspx?k=office%20skills

Grading
Grading for these qualifications is pass/fail.

Qualification Target Group
The qualifications are targeted at learners who wish to seek employment in basic administrative roles.

Progression Opportunities
The OCN NI qualifications in Office Skills will allow learners to progress to:

- level 2 qualifications in office skills/administration
- employment in an administration role

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

6

Entry Requirements

There are no formal entry requirements, however learners must be at least 14 years old to achieve the qualifications.

Delivery Languages

These qualifications are available in English only at this time. If you wish to offer the qualifications in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

7

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval
New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing
Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors
Tutors delivering the qualifications should be occupationally competent at a higher level than the qualification and have a minimum of one year's relevant experience in the area of office/business administration.

Assessors
The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:
- be occupationally competent at a higher level than the qualification
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

8

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

Internal Verifiers must:

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training

Internal verifiers are required to:
- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

9

Structure and Content

<u>OCN NI Level 1 Award in Office Skills</u>

Learners must successfully complete six credits from the optional units.

Total Qualification Time (TQT) for this qualification: 60
Guided Learning Hours (GLH) for this qualification: 54

Learners may only choose one of the following options for completion of Award:

Arrange Meetings
Understanding Business Meetings

<u>OCN NI Level 1 Certificate in Office Skills</u>

Learners must successfully complete 13 credits from the optional units.

Total Qualification Time (TQT) for this qualification: 130
Guided Learning Hours (GLH) for this qualification: 117

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
M/617/0741	CBE211	Accessing the Internet	30	3	One
T/617/0742	CBE212	Appropriate Workplace Behaviour	10	1	One
A/617/0743	CBE213	Arrange Meetings	30	3	One
F/617/0744	CBE214	Desktop Publishing Skills	30	3	One
J/617/0745	CBE215	Developing Computer Skills	30	3	One
L/617/0746	CBE216	Diversity within Society and Workplaces	30	3	One
R/617/0747	CBE217	Filing Skills	30	3	One
Y/617/0748	CBE218	Equal Opportunities	30	3	One
D/617/0749	CBE219	Handling Business Mail	30	3	One
R/617/0750	CBE220	Manage Diary Systems	30	3	One

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

10

Y/617/0751	CBE221	Managing Personal Finances	30	3	One
D/617/0752	CBE222	Office Administrator Skills	20	2	One
H/617/0753	CBE223	Oral Presentation Skills in Practice	20	2	One
K/617/0754	CBE224	Organising Travel and Accommodation	30	3	One
T/617/0756	CBE231	Producing Business Documents	30	3	One
A/617/0757	CBE232	Skills for Working in Business and Administration	30	3	One
F/617/0758	CBE233	Skills in Customer Service	30	3	One
J/617/0759	CBE234	Teamwork Skills in Practice	30	3	One
A/617/0760	CBE235	Telephone Skills	20	2	One
F/617/0761	CBE236	Time Management Skills	30	3	One
J/617/0762	CBE237	Understanding Business Meetings	30	3	One
L/617/0763	CBE238	Using Effective Communication Skills in the Workplace	30	3	One
R/617/0764	CBE240	Using Email	30	3	One
Y/617/0765	CBE241	Using Office Machines	40	4	One
D/617/0766	CBE242	Using Presentation Software	30	3	One
H/617/0767	CBE243	Using Spreadsheet Software	30	3	One
K/617/0768	CBE244	Using Word Processing Software	30	3	One
M/617/0769	CBE245	Welcoming Visitors	30	3	One

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

11

Unit Details

Title	Accessing the Internet
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE211
Unit Reference No	M/617/0741

Unit purpose and aim(s): This unit will enable the learner to be able to use the internet safely and securely.

Learning Outcomes	Assessment Criteria
1. Be able to connect to the internet.	1.1. Compare at least two different types of connection methods. 1.2. Demonstrate how to connect to the Internet or an intranet.
2. Be able to use browser software to navigate web pages.	2.1. Demonstrate how to use a browser to navigate to web pages. 2.2. Outline and demonstrate how to change browser settings to aid navigation and meet needs. 2.3. Use browser help facilities.
3. Be able to use browser tools to search for information from the internet.	3.1. Select and use at least two search techniques to locate required information. 3.2. Demonstrate how to save search information. 3.3. Download and save different types of information from the Internet.
4. Be able to use browser software to communicate information online.	4.1. Select and use tools and techniques to communicate information online. 4.2. Demonstrate how to share information sources with others online. 4.3. Demonstrate how to submit information online using forms or interactive sites or post or publish information.
5. Understand importance of safety and security.	5.1. Outline the threats to user safety when working online and how to minimise them. 5.2. Demonstrate taking safety and security precautions when working online. 5.3. Keep personal information secure. 5.4. Follow relevant laws, guidelines and procedures for the use of the Internet.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

12

	learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

13

Title	Appropriate Workplace Behaviour
Level	One
Credit Value	1
Guided Learning Hours (GLH)	9
OCN NI Unit Code	CBE212
Unit Reference No	T/617/0742

Unit purpose and aim(s): This unit will enable the learner to recognise and deal with appropriate workplace behaviour.

Learning Outcomes	Assessment Criteria
1. Recognise appropriate behaviour and boundaries to protect yourself in a workplace.	1.1. Identify appropriate trainee behaviour in a workplace. 1.2. Outline relevant boundaries for trainees within a workplace. 1.3. State the possible consequences of inappropriate behaviour.
2. Be able to recognise and report concerns.	2.1. List at least two factors that may cause you to be concerned in a workplace. 2.2. Identify how and who to report your concerns to.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
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Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

14

Title	Arrange Meetings
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE213
Unit Reference No	A/617/0743

Unit purpose and aim(s): This unit will enable the learner to arrange and support organisational meetings.

Learning Outcomes	Assessment Criteria
1. Know how to support meetings within a business environment.	1.1. Identify the purpose of at least two types of meeting. 1.2. Confirm the requirements of a business meeting including: a) date b) time c) duration d) location e) attendees f) facilities 1.3. Book rooms for specified meetings. 1.4. Confirm bookings for meeting rooms.
2. Be able to produce documentation required for meetings.	2.1. Produce a Notice of Meeting for a specified meeting. 2.2. Produce an agenda for a given meeting.
3. Be able to keep accurate pre-meeting records.	3.1. Produce a list of attendees and apologies for the meeting.
4. Be able to carry out pre-meeting checks and preparations.	4.1. Perform pre-meeting checks and preparations. 4.2. Produce all documents, items and facilities required for the meeting.
5. Understand the need for confidentiality.	5.1. Outline how documents can be distributed while maintaining confidentiality. 5.2. Outline how meeting documents can be kept confidential and secure.
6. Be able to distribute documentation following meetings.	6.1. Circulate minutes and other meeting documentation in accordance with organisational procedures.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

15

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

16

Title	Desktop Publishing Skills
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE214
Unit Reference No	F/617/0744

Unit purpose and aim(s): This unit will enable the learner to be able to use desktop publishing software.

Learning Outcomes	Assessment Criteria
1. Be able to select and use appropriate designs and page layouts.	1.1. Identify what types of information, page design and layout will be required. 1.2. Select and use an appropriate page design and layout for publications. 1.3. Select and use appropriate media for the publication.
2. Be able to input and combine information.	2.1. Input information into publications. 2.2. Identify copyright constraints on using others' information. 2.3. Organise and combine information of different types or from different sources in line with any copyright constraints. 2.4. Store and retrieve publication files.
3. Be able to edit and format publications.	3.1. Select and use appropriate techniques to edit publications and format text as required. 3.2. Edit and format images and graphic elements accurately. 3.3. Review publication against initial page design and layout and amend as required.

Assessment Guidance		

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

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Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

17

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

18

Title	Developing Computer Skills
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE215
Unit Reference No	J/617/0745

Unit purpose and aim(s): This unit will enable the learner to perform basic information technology (IT) related tasks.

Learning Outcomes	Assessment Criteria
1. Understand computers and software.	1.1. Outline common types of computer hardware and how to use them. 1.2. Outline how to start a computer. 1.3. Outline common software applications and their uses. 1.4. Outline the health and safety issues, laws and guidelines associated with using IT.
2. Perform basic IT tasks.	2.1. Demonstrate basic IT tasks including: a) turning on a personal computer (PC) b) printing a document c) opening, closing and saving files d) changing settings, such as sound volume, date and time 2.2. Demonstrate how to access and store files on a computer hard drive or local storage media.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

19

Title	Diversity within Society and Workplaces
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE216
Unit Reference No	L/617/0746

Unit purpose and aim(s): This unit will enable the learner to understand what is meant by the term diversity, be aware of diverse groups and their contribution to society and workplaces.

Learning Outcomes	Assessment Criteria
1. Know what is meant by the term diversity.	1.1. Outline what is meant by the term diversity.
2. Be aware of a range of diverse groups and practices.	2.1. Identify at least three diverse groups and their practices in relation to: a) religion b) beliefs c) cultural d) food & drink e) relationships f) clothes g) festivals 2.2. Give a reason for at least one of the practices identified. 2.3. Identify similarities across at least three diverse groups.
3. Understand the importance of respecting diversity.	3.1. Outline why it is important to respect diversity within the workplace and in society. 3.2. Give two examples of a lack of tolerance of diverse groups within society.
4. Recognise the contributions of diverse groups to society and workplaces.	4.1. Give an example of the contribution different diverse groups make to society. 4.2. Give an example of the contribution different diverse groups make to workplaces. 4.3. Identify advantages of living in a diverse society.

Assessment Guidance

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

20

Title	Filing Skills
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE217
Unit Reference No	R/617/0747

Unit purpose and aim(s): This unit will enable the learner to be able to file documents and records.

Learning Outcomes	Assessment Criteria
1. Know about the basic requirements of current regulation relating to data protection.	1.1. State the basic requirements of current regulation relating to data protection.
2. Understand the four main filing classification systems.	2.1. Outline how the four main classification systems may be used.
3. Know the importance of pre-sorting documents.	3.1. Outline the importance of pre-sorting and the procedures to be followed when pre-sorting documents.
4. Understand how to file using different filing classification systems.	4.1. Outline and use different methods of classification for filing documents.
5. Use an index.	5.1. Use an index.
6. Understand procedures for cross referencing.	6.1. Outline when files would be cross referenced.
7. Understand the importance of returning files.	7.1. Outline the importance of returning files.
	7.2. Demonstrate the procedure to be followed when lending and tracing files.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

21

Title	Equal Opportunities
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE218
Unit Reference No	Y/617/0748

Unit purpose and aim(s): This unit will enable the learner to understand diversity, discrimination and recognise the importance of equal opportunities legislation.

Learning Outcomes	Assessment Criteria
1. Understand diversity.	1.1. Outline what is meant by the term diversity. 1.2. Outline why it is important to respect diversity.
2. Understand discrimination.	2.1. Outline what is meant by the term discrimination. 2.2. Give examples of discriminatory behaviour in relation to the following: a) age b) race c) gender d) sexuality 2.3. Outline at least two ways to challenge discriminatory behaviour.
3. Understand the importance of equal opportunities legislation.	3.1. Outline the value of equal opportunities legislation and how it promotes inclusion. 3.2. Identify at least two agencies which support equal opportunities.

Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

22

Title	Handling Business Mail
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE219
Unit Reference No	D/617/0749

Unit purpose and aim(s): This unit will enable the learner to deal with mail efficiently.

Learning Outcomes	Assessment Criteria
1. Know why it is important for a business to handle mail efficiently and securely.	1.1. State how efficient distribution of mail benefits a business. 1.2. State why inaccuracies or delays can have a negative impact. 1.3. Outline procedures to protect confidential information.
2. Be able to deal with incoming mail.	2.1. Sort and distribute incoming mail appropriately to a given deadline. 2.2. State how to deal with suspicious or damaged items.
3. Be able to deal with outgoing mail.	3.1. Collect, sort and prepare outgoing mail ready for dispatch.

Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

23

Title	Manage Diary Systems
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE220
Unit Reference No	R/617/0750

Unit purpose and aim(s): This unit will enable the learner to manage diary systems.

The Learning Outcomes	Assessment Criteria
1. Be aware of different diary systems.	1.1. Identify advantages and disadvantages of at least two different diary systems including: a) accessibility factors b) confidentiality issues
2. Be able to set up new diary entries.	2.1. Create new diary entries for meetings ensuring that each entry includes: a) purpose/name of meeting b) time/date c) location d) attendees 2.2. Liaise with attendees when making diary entries including confirming final details.
3. Understand how to manage changes to diary entries.	3.1. Check diary entries comply with organisational procedures taking into account: a) current commitments b) purpose c) time/date d) location e) attendees 3.2. Record agreed changes in the diary including deleting previous entries. 3.3. Communicate final diary details to those affected.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

24

Title	Managing Personal Finances
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE221
Unit Reference No	Y/617/0751

Unit purpose and aim(s): This unit will enable the learner to be able to manage their personal finances.

Learning Outcomes	Assessment Criteria
1. Understand how to manage a personal budget.	1.1. List income and expenditure. 1.2. Identify non-essential expenditure. 1.3. State how to prioritise essential payments. 1.4. State the consequences of not paying bills.
2. Understand how to find out about benefit entitlement.	2.1. Outline how to find out about personal benefit entitlements. 2.2. Outline how to apply for these benefits.
3. Understand how to read a range of Bills.	3.1. State the key information contained in at least three types of bills.
4. Understand how to read a pay slip.	4.1. State the key information contained in pay slips.
5. Understand the different ways to pay bills.	5.1. Outline different ways to pay bills to include: a) cash b) direct debits c) standing orders
6. Understand how to use a bank account.	6.1. Outline the process for opening a bank or credit union account. 6.2. Give examples of how the account can be used. 6.3. Identify potential charges that may occur as a result of failed direct debits and unauthorised overdrafts.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

25

Title	Office Administrator Skills
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBE222
Unit Reference No	D/617/0752

Unit purpose and aim(s): This unit will enable the learner to understand the role of an office administrator and undertake associated tasks.

Learning Outcomes	Assessment Criteria
1. Understand the role of an office administrator.	1.1. Outline at least five administration activities and how these contribute to a workplace. 1.2. Outline why personal appearance is important. 1.3. Demonstrate how to greet, direct and introduce a visitor appropriately.
2. Know how to carry out a range of basic administrative tasks.	2.1. Carry out at least five administrative tasks using appropriate equipment when required. 2.2. Outline why it is important to maintain confidentiality within an office environment.
3. Be aware of the importance of good self-presentation and time management.	3.1. Outline the importance of good self-presentation including: a) appropriate dress b) manner 3.2. Outline the importance of own time management.

Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

26

Title	Oral Presentation Skills in Practice
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBE223
Unit Reference No	H/617/0753

Unit purpose and aim(s): This unit will enable the learner to prepare, plan and deliver an oral presentation including feedback.

Learning Outcomes	Assessment Criteria
1. Be able to prepare for, plan and deliver an oral presentation.	1.1. Demonstrate how to prepare and plan for an oral presentation taking into account the following: a) audience b) aims c) timing d) use of visual aids e) roles 1.2. Give an oral presentation to a group using the plan above.
2. Be able to give and receive feedback on an oral presentation.	2.1. Give constructive feedback to others on an oral presentation. 2.2. Use feedback from others to plan changes to own oral presentation.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

27

Title	Organising Travel and Accommodation
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE224
Unit Reference No	K/617/0754

Unit purpose and aim(s): This unit will enable the learner to know how to arrange travel and accommodation.

Learning Outcomes	Assessment Criteria
1. Know how to make travel arrangements.	1.1. Compare the requirements for business and personal travel including budget, accommodation and activities. 1.2. Create a basic travel budget and checklist. 1.3. Outline the steps required in making travel arrangements.

2. Know how to assemble appropriate travel documentation.	2.1. Outline the travel documentation a traveller requires including:
	   a) itinerary confirmation
	   b) tickets

3. Know how to clarify arrangements prior to travel.	3.1. Outline what needs to be confirmed for the traveller prior to departure including checking:
	   a) with the travel agent
	   b) media for updates
	3.2. Outline best practice in communicating updated information to the traveller.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

28

Title	Producing Business Documents
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE231
Unit Reference No	T/617/0756

Unit purpose and aim(s): This unit will enable the learner to identify different types of business documents and produce documents in an appropriate style.

Learning Outcomes	Assessment Criteria
1. Know that there are different types of business documents.	1.1. Outline at least three different business documents and their uses. 1.2. State why templates are used for some business documents
2. Know why it is important to use the right communication style in business documents.	2.1. Outline, with examples, at least three communication styles in business documents. 2.2. State the importance of adopting a given communication style for given documents.
3. Be able to produce routine business documents.	3.1. Produce routine business documents using appropriate communication styles.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

29

Title	Skills for Working in Business and Administration
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE232
Unit Reference No	A/617/0757

Unit purpose and aim(s): This unit will enable the learner to perform business and administration tasks effectively.

Learning Outcomes	Assessment Criteria
1. Understand the role of an office administrator.	1.1. Outline the role of an office administrator. 1.2. State how an office administrator contributes to overall team goals.
2. Be able to carry out routine administrative tasks.	2.1. Follow instructions to complete routine administrative tasks. 2.2. Use at least three types of office equipment in accordance with organisational procedures.
3. Be able to present oneself in a positive manner.	3.1. Present positive manner in dealings with colleagues and/or customers. 3.2. Dress appropriately.
4. Be able to organise own work effectively.	4.1. Use simple planning tools to organise own time. 4.2. Prioritise tasks in discussion with supervisor or manager.
5. Know the importance of information confidentiality.	5.1. State why it is important to keep some information confidential. 5.2. Give three examples of information that should be kept confidential.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to learner's and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

30

Title	Skills in Customer Service
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE233
Unit Reference No	F/617/0758

Unit purpose and aim(s): This unit will enable the learner to understand customer service skills.

Learning Outcomes	Assessment Criteria
1. Understand the principles of customer service.	1.1. Outline the principles of customer service.
2. Understand the benefits to an organisation of good customer service.	2.1. Give at least two examples of good practice in customer service and describe why good customer service is important. 2.2. Outline how good customer service promotes customers' confidence in the organisation. 2.3. Outline reasons for maintaining customer confidentiality.
3. Understand the possible consequences of poor customer service.	3.1. Outline how poor customer service can impact on: a) customers b) the organisation c) staff
4. Understand the value of first impressions.	4.1. Give at least two reasons why it is important to make a good first impression. 4.2. State ways of creating a positive first impression when communicating: a) face-to-face b) on the telephone c) in writing
5. Understand positive verbal and non-verbal interaction with customers.	5.1. Give at least two examples of non-verbal communication and how it can support face to face communication. 5.2. List at least one appropriate and at least one inappropriate ways of communicating verbally with customers.
6. Understand how to deal with customer complaints.	6.1. Outline best practice when dealing with customer complaints.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

31

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

32

Title	Teamwork Skills in Practice
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE234
Unit Reference No	J/617/0759

Unit purpose and aim(s): This unit will enable the learner to understand the different roles and responsibilities within a team and how to contribute to a team activity.

Learning Outcomes	Assessment Criteria
1. Understand the different roles and responsibilities within a team.	1.1. Identify at least two different roles and responsibilities within a team. 1.2. Identify own role and responsibilities within a team in a given situation.
2. Be able to contribute to the setting of team and own goals.	2.1. Outline goals identified by the team and individually. 2.2. Carry out a team activity. 2.3. Demonstrate how to communicate appropriately within the team in at least two types of situations.
3. Be aware of others' rights to communicate within a team.	3.1. Outline why it is important to allow others to express their view/responses without interruption.
4. Recognise the importance of co-operation within a team.	4.1. Outline at least two situations when co-operation is necessary to achieve a team goal.
5. Be able to review team performance.	5.1. Identify skills brought to a team activity by: a) self b) others 5.2. Assess what was successful within the activity and what may be improved.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to learner's and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

33

Title	Telephone Skills
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBE235
Unit Reference No	A/617/0760

Unit purpose and aim(s): This unit will enable the learner to make and receive telephone calls appropriately.

Learning Outcomes	Assessment Criteria
1. Be able to use a telephone system in an office environment.	1.1. Outline how to use a telephone system to facilitate internal and external calls. 1.2. Outline the importance of confidentiality and security when dealing with callers.

2. Be able to make and receive telephone calls.	2.1. Outline the purpose of at least three types of telephone calls.
	2.2. Demonstrate how to make a telephone call including the following:
	  a) confirming details of caller
	  b) communicating basic information clearly and accurately
	2.3. Demonstrate how to receive a telephone call including the following:
	  a) answering promptly and politely
	  b) identifying the caller and reason for call
	  c) transferring calls to colleagues
	  d) taking a short message

3. Recognise the importance of handling calls appropriately.	3.1. Outline the importance of handling calls appropriately. 3.2. Outline how appropriate tone and language create a positive impression.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

34

Title	Time Management Skills
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE236
Unit Reference No	F/617/0761

Unit purpose and aim(s): This unit will enable the learners to develop time management skills.

Learning Outcomes	Assessment Criteria
1. Understand own time management.	1.1. List the hours spent over a period of time on the following activities: a) sleeping b) eating c) working d) studying e) socialising 1.2. Give two examples of activities for each of the following: a) productive time b) maintenance time
2. Understand time management skills.	2.1. Outline what is meant by time management. 2.2. Identify how time management skills can be used in daily life
3. Understand how time management may reduce stress.	3.1. Give two examples of physical and emotional symptoms of stress. 3.2. Identify how time management can help reduce stress. 3.3. Outline a plan of own time to reduce stress.

Assessment Guidance		

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

35

Title	Understanding Business Meetings
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE237
Unit Reference No	J/617/0762

Unit purpose and aim(s): This unit will enable the learner to understand business meetings.

Learning Outcomes	Assessment Criteria
1. Know the function of meetings.	1.1. Outline why meetings need to be held. 1.2. Outline how meetings will differ depending on their purpose, size, the type of people involved and the culture. 1.3. Outline the consequences of holding ineffective meetings.
2. Understand different meeting techniques.	2.1. Compare at least two different communication methods used in meetings. 2.2. Compare at least two different problem-solving methods used in meetings.
3. Understand how to plan a meeting.	3.1. Define the purpose, objectives and outcomes of a meeting. 3.2. Illustrate what the key elements of a meeting agenda are. 3.3. Outline the importance of sending agendas prior to meetings and requiring rsvps from attendees. 3.4. Outline the importance of planning room layout.
4. Understand how to run a meeting.	4.1. State the role of a meeting chairman. 4.2. Outline at least two ways to start a meeting effectively. 4.3. Outline at least two benefits of taking meeting minutes. 4.4. Outline at least two good meeting behaviours.
5. Understand how to deal with difficult issues in meetings.	5.1. Compare how at least two different individuals may behave in a meeting and how to manage these differences. 5.2. Outline at least two ways to deal with conflict in a meeting.
6. Understand how to evaluate a meeting.	6.1. Identify two ways of obtaining feedback on a meeting.

Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

36

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

37

Title	Using Effective Communication Skills in the Workplace
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE238
Unit Reference No	L/617/0763

Unit purpose and aim(s): This unit will enable the learner to understand different forms of effective communication in the workplace and how to use it to deal with conflict situations.

Learning Outcomes	Assessment Criteria
1. Understand different forms of effective communication in the workplace.	1.1. Outline at least two different forms of effective communication procedures in own workplace.
2. Understand the importance of communicating effectively with others in the workplace.	2.1. Outline the importance of communicating effectively with others in the workplace. 2.2. Outline the implications of poor communication with others in the workplace.
3. Know how to use communication to support the work of others.	3.1. Outline the importance of clear communication with others in the workplace and appropriate methods to use.
4. Understand how to deal with conflict in the workplace.	4.1. Outline how to obtain a given organisation's policy for managing conflict in the workplace. 4.2. Identify the role of effective communication in relation to a given organisation's policy for managing conflict in the workplace.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

38

Title	Using Email
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE240
Unit Reference No	R/617/0764

Unit purpose and aim(s): This unit will enable the learner to be able to use email.

Learning Outcomes	Assessment Criteria
1. Understand how to use email.	1.1. Outline login procedures in order to send and receive emails 1.2. Outline the structure of email messages. 1.3. Outline what is meant by netiquette and how it impacts on use of email.

2. Be able to use email.	2.1. Demonstrate the sending and receiving of emails.
	2.2. Demonstrate the use of email software to manage emails including:
	  a) deleting and saving emails
	  b) saving attachments
	  c) creating folders
	  d) finding emails
	2.3. Demonstrate the use of appropriate language and structure for composing and sending emails.
	2.4. Format emails.
	2.5. Outline how to save and use contacts.

3. Be aware of issues associated with the use of email.	3.1. Outline routine problems with email. 3.2. Outline how to keep security risks to a minimum. 3.3. Outline the general conventions laws and guidelines that affect the use of email.

Assessment Guidance		

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

39

Title	Using Office Machines
Level	One
Credit Value	4
Guided Learning Hours (GLH)	36
OCN NI Unit Code	CBE241
Unit Reference No	Y/617/0765

Unit purpose and aim(s): This unit will enable the learner to perform routine office tasks using office equipment.

Learning Outcomes	Assessment Criteria
1. Be able to prepare the photocopier, scanner and/or printer for use.	1.1. Use the photocopier, scanner and/or printer according to the manufacturer's instructions and health and safety regulations. 1.2. Prepare photocopier, scanner and/or printer for task including checking for sufficient paper levels. 1.3. Input correct settings for the task.
2. Perform photocopying/scanning and/or printing tasks.	2.1. Use exposure glass to produce the correct number of copies of single pages. 2.2. Use automatic feeder to produce the correct number of copies of multiple pages. 2.3. Use the sort and staple function for multi-page tasks.
3. Perform binding and laminating of documents.	3.1. Prepare documents for the following: a) binding b) laminating 3.2. Bind a document. 3.3. Laminate a document.
4. Perform the shredding of documents.	4.1. State why some documents should be shredded. 4.2. Identify appropriate documents to be shredded. 4.3. Shred documents. 4.4. Dispose of waste appropriately.
5. Know how to resolve basic problems with office machines.	5.1. Identify at least one basic problem that may occur with each of the following office machines and how they may be resolved: a) printers b) photocopiers c) laminators d) shredders

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

40

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

41

Title	Using Presentation Software
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE242
Unit Reference No	D/617/0766

Unit purpose and aim(s): This unit will enable the learner to be able to produce a presentation using presentation software.

Learning Outcomes	Assessment Criteria
1. Be able to capture information for presentation slides.	1.1. Identify what types of information are required for a given presentation. 1.2. Select and use slide layouts as appropriate for at least two different types of information. 1.3. Demonstrate how to enter information into presentation slides. 1.4. Identify any constraints which may affect the presentation. 1.5. Demonstrate how to combine information of two different forms and from two different sources for presentations. 1.6. Demonstrate how to store and retrieve presentation files.
2. Be able to edit and format slides.	2.1. Identify an appropriate slide structure to use for a given presentation. 2.2. Demonstrate how to select and use an appropriate template to structure slides. 2.3. Demonstrate how to edit and format slides.
3. Be able to prepare slides for presentation.	3.1. Identify how to present slides to communicate effectively with a given audience. 3.2. Demonstrate how to prepare slides for presentation. 3.3. Review presentation and amend as required.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

42

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

43

Title	Using Spreadsheet Software
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE243
Unit Reference No	H/617/0767

Unit purpose and aim(s): This unit will enable the learner to be able to use spreadsheet software.

Learning Outcomes	Assessment Criteria
1. Be able to use a spreadsheet.	1.1. Assess information and how a spreadsheet needs to be configured to utilise information. 1.2. Enter and edit numerical and other data accurately. 1.3. Store and retrieve spreadsheet files.
2. Be able to use spreadsheet formulas and tools.	2.1. Outline how to summarise and display the required information. 2.2. Use functions and formulas to meet calculation requirements. 2.3. Use spreadsheet tools and techniques to summarise and display information.
3. Be able to present spreadsheet information.	3.1. Select and use appropriate tools and techniques to format spreadsheet cells, rows and columns. 3.2. Outline and demonstrate how charts or graphs may be used to display information. 3.3. Demonstrate how page layout can be used to present and print spreadsheet information. 3.4. Check spreadsheet information meets requirements and amend as required.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

44

Title	Using Word Processing Software
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE244
Unit Reference No	K/617/0768

Unit purpose and aim(s): This unit will enable the learner to be able to use word processing software.

Learning Outcomes	Assessment Criteria
1. Be able to enter, edit and combine text and other information.	1.1. Identify what types of information are needed for at least two different types of documents. 1.2. Identify at least three templates and the appropriate application of them. 1.3. Demonstrate how to insert text and other information into a given type of document. 1.4. Combine information of different types or from different sources into a given type of document. 1.5. Enter information into existing tables, forms and templates. 1.6. Use editing tools to amend document content. 1.7. Store and retrieve document files.
2. Be able to organise information within word processing documents.	2.1. Create and modify tables to organise tabular or numeric information. 2.2. Select and apply heading styles to text.
3. Be able to format and present documents.	3.1. Demonstrate how to format text to enhance presentation. 3.2. Select and use appropriate page layout to present and print documents. 3.3. Review document and amend as required.

Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

45

Title	Welcoming Visitors
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBE245
Unit Reference No	M/617/0769

Unit purpose and aim(s): This unit will enable the learner to understand how to welcome visitors.

Learning Outcomes	Assessment Criteria
1. Know how to welcome visitors in a positive way.	1.1. Outline best practice for welcoming visitors including establishing the purpose for their visit as per organisational procedures. 1.2. State good practice for dealing with routine enquiries. 1.3. Outline appropriate tone and language, including body language, that should be used when dealing with visitors.
2. Know why it is important for an organisation to make visitors welcome.	2.1. State how treating visitors politely and in a positive way benefits an organisation.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

46

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

47

Administration

Registration

A centre must register learners within 20 working days of commencement of a qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

48

OCN NI Level 1 Award in Office Skills
Qualification No: 603/3284/0

OCN NI Level 1 Certificate in Office Skills
Qualification No: 603/3285/2

Operational start date: 01 June 2018
Operational end date: 31 May 2028
Certification end date: 31 May 2029

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OCN NI Level 1 Award in Office Skills Qualification No. 603/3284/0
OCN NI Level 1 Certificate in Office Skills Qualification No. 603/3285/2
Updated: 14 December 2021

49