**Learner Contact Details:**

Name:

Contact Address:

Postcode:

Contact Number:

E-mail:

**LEARNER DECLARATION**

*I confirm that the answers in Assessment 1 were completed by me, represent my own ideas and are my own work.*

Learner signature: Date:

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**Question 1a. Describe the features of different types of meetings. (1.1)**

**Question 1b. Outline the different ways of providing administrative support for meetings. (1.2)**

**Question 1c. Explain the steps involved in organising meetings (1.3)**

**Question 2. Describe the features of different types of business travel and accommodation. (2.1)**

**Question 3. Explain the purpose of confirming instructions and requirements for business travel and accommodation. (2.2)**

**Question 4. Explain the purpose of keeping records of business travel and accommodation. (2.3)**

**Question 5. Describe the features of hard copy and electronic diary systems. (3.1)**

**Question 6. Explain the purpose of using diary systems to plan and coordinate activities and resources. (3.2)**

**Question 7. Describe the types of information needed to manage a diary system. (3.3)**

**Question 8. Explain the importance of obtaining correct information when making diary entries. (3.4)**

**Question 9a. Describe different types of office equipment. (4.1)**

**Question 9b. Explain the uses of different types of office equipment. (4.2)**

**Question 10. Describe factors to be considered when selecting office equipment to complete tasks. (4.3)**

**Question 11. Describe how to keep waste to a minimum when using office equipment. (4.4)**

**Question12a. Describe the types of mail services used in business organisations. (5.1)**

**Question 12b. Explain the need for different types of mail services. (5.2)**

**Question 12c. Explain the factors to be considered when selecting mail services. (5.3)**

**Question 13. Explain the factors to be taken into account when choosing postage methods. (5.4)**

**Question 14. Describe different types of customers. (6.1)**

**Question 15. Describe the impact of your behaviour on a customer. (6.2)**

**Question 16. Explain the impact of poor customer service. (6.3)**

**Question 17. Describe the different types of business documents that may be produced and the format to be followed for each. (1.1)**

**Question 18. Explain the use of different types of information communication technology (ICT) for document production. (1.2)**

**Question 19. Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production. (1.3)**

**Question 20a. Explain the importance of document version control and authorisation. (1.4)**

**Question 20b. Describe organisational procedures for version control. (4.5)**

**Question 21a. Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents. (1.5)**

**Question 21b. Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents. (2.1)**

**Question 22. Explain the requirements of data protection, copyright and intellectual property legislation relating to document production. (4.4)**

**Question 23. Describe security requirements relating to document production. (4.6)**

**Question 24. Explain how to check the accuracy of business documents. (1.6)**

**Question 25. Describe different types of distribution channels. (2.2)**

**Question 26. Explain the requirements for language, tone, image and presentation for different documents. (4.1)**

**Question 27. Describe the types of information found in business organisations. (3.1)**

**Questions 28. Explain the need for safe storage and efficient retrieval of information. (3.2)**

**Question 29. Describe the features of different types of systems used for storage and retrieval for information. (3.3)**

**Question 30. Describe the legal requirements for storing business information. (3.4)**

**Question 31. Explain how to integrate images into documents. (4.2)**

**Question 32. Describe how to corporate identity impacts upon document production. (4.3)**

**Question 33. Explain why different communication methods are used in the business environment. (1.1)**

**Question 34. Describe the communication requirements of different audiences. (1.2)**

**Question 35. Explain the importance of using correct grammar, sentence structure, spelling and conventions in business communications. (1.3)**

**Question 36. Explain the importance of using appropriate body language and tone of voice when communicating verbally. (1.4)**

**Question 37. Explain the differences between the private sector, public sector and voluntary sector. (1.1)**

**Question 38. Explain the functions of different organisational structures. (1.2)**

**Question 39. Describe the features of different types of legal structures for organisations. (1.3)**

**Question 40. Describe the internal and external influences on organisations. (2.1)**

**Question 41. Explain the use of different models of analysis in understanding the organisational environment. (2.2)**

**Question 42. Explain why change in the business environment is important. (2.3)**

**Question 43. Outline the benefits of effective teamwork. (1.1)**

**Question 44. Describe how to give constructive feedback. (1.2)**

**Question 45. Explain techniques to give positive feedback and constructive criticism. (2.2)**

**Question 46. Explain conflict management techniques that may be used to resolve team conflicts. (1.3)**

**Question 47. Explain the importance of giving team members the opportunity to discuss work progress and any issues arising. (1.4)**

**Question 48. Explain the importance of warning colleagues of problems and changes that may affect them. (1.5)**

**Question 49. Describe what is expected of a buddy. (2.1)**

**Question 50. Explain techniques to establish rapport with a buddy. (2.3)**

**Well done!**

**You have completed your Assessment 1, please check you have answered all the questions and signed the learner declaration on the front page, before submitting to your Assessor/Tutor.**