

REVIEWING AND DEVELOPING OFFICE PROCEDURES

Level: 3
 Credits: 6
 Learning Time: 60

Learning Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1 Understand office procedures and their uses	1.1 Identify and describe office activities which require procedures 1.2 Identify the factors that influence the structure of procedures and explain their impact 1.3 Explain the rationale for the procedures 1.4 Explain the steps within the procedures
2 Understand the ways in which office procedures are supported, maintained, reviewed and amended	2.1 Explain ways in which office procedures are maintained 2.2 Explain ways in which procedures can be reviewed 2.3 Explain ways in which procedures can be amended
3 Be able to carry out a review of office procedures	3.1 Review office procedures 3.2 Evaluate the effectiveness of office procedures 3.3 Suggest improvements to procedures or recommend new procedures

4 Understand training and development requirements needed when amending or devising procedures	4.1 Analyse training and development requirements
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Unit aim

This unit aims to equip candidates with the knowledge, understanding and skills needed to maintain, review and develop office procedures.

