|  |  |  |  |
| --- | --- | --- | --- |
| Title: | **Managing office services** | | |
| Level: | 4 | | |
| Credit value: | 8 | | |
| Learning outcomes (the learner will) | | Assessment criteria (the learner can) | |
| 1. Understand the principles and procedures of a school’s management information system | | 1.1  1.2  1.3  1.4  1.5 | Identify the key legislation, regulations, policies and procedures relevant to the operation of a school management information system  Conduct a review of a school’s management information system to  Identify key strengths and weaknesses  Evaluate the effectiveness of a school’s system for storing data and transmitting it safely and in line with government guidelines  Evaluate how effectively a school manages its software licences  Recommend improvements to be made to a school’s existing management information system |
| 1. Be able to contribute to the management of communications within a school setting | | 2.1  2.2  2.3  2.4 | Evaluate the effectiveness of a school’s methods and techniques for communicating with parents  Identify the systems and processes required to put in place an effective reception facility  Evaluate the effectiveness of a school’s management of its reception facilities and identify any areas for improvement  Analyse the implications of a ‘paperless’ forms of communication with stakeholders as it applies to a school setting. |
| 1. Be able to contribute to the management of stakeholder services within a school setting | | 3.1  3.2  3.3  3.4 | Explain the range of administrative services a school office is able to provide for school stakeholders  Evaluate the quality and effectiveness  of the services a school’s office team delivers to its stakeholders  Design a system to provide a specific office service to a group of stakeholders  Describe the ways a school business manager can improve the understanding and awareness of the role the school office team plays in helping the school to achieve its overall goals and objectives |
| 1. Be able to contribute the organisation of a school office | | 4.1  4.2  4.3  4.4  4.5 | Identify the key concepts and techniques of school office design  Review the current layout and design of a school office  Review the effectiveness of a school office’s provision for employee safety and comfort  Evaluate the extent to which office equipment, and its use in a school office setting, supports effective sustainability practices  Make recommendations for improvements based on a review of office layout, systems and practices within a school office. |
| 1. Be able to provide a summary of learning on the management of the school office | | 5.1  5.2  5.3  5.4 | Evaluate own professional competence in relation to managing a school office  Reflect on the learning gained through completion of the managing the school office module assessment tasks and learning activities  Summarise insights gained into current policy and practice in a school and the impact of work undertaken on these to date  Identify areas for further professional learning and the improvement of policy and practice in a school |
| **Additional information about the unit** | |  | |
| Unit purpose and aim(s) | | To develop an understanding of the principles and practice of school office management including the management of information systems, communications management, provision of school office services and the design and organisation of the office as required by a practising or potential school business manager. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | |  | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | |  | |
| Location of the unit within the subject/sector classification system | |  | |
| Unit guided learning hours | |  | |