

FOR CENTRE AND CANDIDATE USE - PLEASE PHOTOCOPY AS REQUIRED

**OFFICE ADMINISTRATION STANDARD LEVEL**  
**INTERPERSONAL BUSINESS SKILLS (OPTIONAL MODULE) 5166**

**Assignment Cover Sheet for Candidates**

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**When submitting a copy of your assignment please complete this Assignment Cover Sheet and an S.A.R., which is completed by your tutor. By completing this form and submitting the assignment for assessment by CIE you confirm that the assignment is all your own work. Any work taken from another source has been appropriately referenced and acknowledged.**

CIE Unique Candidate Identifier		
Centre No.	Year	Cand. No.

<b>Candidate Name</b>	<b>Date of Submission</b>

**Please read this page and complete the grids on the next two pages, before handing in your assignment.**

This form is designed to help you check that your work is complete and that you have covered all the required competence criteria. There are three pages in total. The assignment guidelines, available in the syllabus, provide full information for the completion of the assignment.

For this assignment you must present a written report which includes the following:

- a contents page
- an introduction (purpose of the assignment and an outline of the work to be included)
- how you went about the investigation - a clear explanation of the investigation you have carried out and methods you have used (steps taken to obtain information, e.g. interviews, surveys, visits, research why these methods were chosen and how they proved to be effective)
- a short description of the organisation or institution in which the assignment is being carried out. This should include a description of its function (e.g. college, private sector company, government department), its products or services, its size and location
- a brief description of how potential members of the reference group were asked to take part
- a brief description of the sample group (the individual members of the sample group should not be named)
- a complete copy of the questions designed and used in the survey, in order to gather information from the sample group
- a description of how the information was collected
- a write-up (well summarised findings from the investigation)
- adequate coverage of the aims and objectives (these are listed on the next two pages)

In addition, your report should:

- be between 1400 - 1800 words long
- be word processed (legible hand- writing is also acceptable)
- have a logical structure with clearly presented and explained sections
- have a bibliography (list of reference materials, publications and text books used as reference sources)
- have a clear, legible and business-like layout and format

**Have these requirements been met? YES/NO**

**Comments:**

Further details of the assignment requirements can be found in the syllabus section headed 'Assignment Guidelines'. A copy of the syllabus can be found at [www.cie.org.uk](http://www.cie.org.uk).

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**Assignment contents**

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Collect information from a group of customers and present the findings to a small group. Candidates must then lead a short discussion on the conclusions reached and produce a written report on the activities undertaken.

For the purposes of the assignment, the group of customers surveyed will be called the sample group. The group to which the presentation is made will be called the reference group. With the help of the tutor, candidates should identify both a sample group (from whom they will collect information) and a group willing to act as the reference group.

*You should go through the grids and indicate in the boxes where the evidence can be found. You may want to add a comment to explain your choice, but this is not always necessary.*

<b>Carry out the survey of the sample group</b>		<b>Page no.</b>	<b>Comment</b>
1.1	Understand and demonstrate effective listening skills <ul style="list-style-type: none"> <li>• barriers to effective listening: noise, lack of concentration, planning a response, pre-judging what the speaker will say</li> <li>• the meaning of active listening</li> <li>• how to improve the ability to listen: looking interested, suspending pre-judgements, consciously thinking about what is being said</li> </ul>		
1.2	Understand and demonstrate effective questioning skills <ul style="list-style-type: none"> <li>• different types of questions: open, closed, leading, hypothetical</li> <li>• the purposes of different types of question</li> </ul>		
2.4	Understand and demonstrate how to make requests assertively <ul style="list-style-type: none"> <li>• positive mental attitude, clear objectives and fall-back position, being clear and specific, listening to the response and, if necessary, seeking compromise</li> </ul>		
4.1	Understand and demonstrate basic interviewing techniques, focusing on the role of the interviewee <ul style="list-style-type: none"> <li>• characteristics of a good interview: prepared by both parties, constructive, 2-way, clear conclusions and commitments from both parties</li> <li>• preparation: clarifying what you want to get out of and put into the interview</li> <li>• the start of the interview: asking appropriate questions</li> <li>• the core of the interview: correct use of questions, active listening, keeping to the point, giving concise answers, making helpful suggestions</li> <li>• clear endings: agreeing actions, asking final questions</li> </ul>		
5.1	Understand and demonstrate customer care skills in communications <ul style="list-style-type: none"> <li>• preparation: knowing the products and services, appropriate personal appearance and manner</li> <li>• relating positively to customers: courteous greetings, open, friendly body language, sensitivity to the type and amount of help they want</li> <li>• establishing customers' needs: asking open questions, listening actively</li> <li>• meeting customers' needs: offering options, checking satisfaction</li> </ul>		

**Make a presentation to the reference group**

1.3	Identify and understand non-verbal communication <ul style="list-style-type: none"> <li>• the importance of non-verbal communication</li> <li>• the different aspects of non-verbal communication (physical setting, physical appearance, facial expression, eye contact, posture and gestures)</li> <li>• interpreting non-verbal communication accurately</li> </ul>		
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3.1	<p>Make presentations to small groups</p> <ul style="list-style-type: none"> <li>• setting clear objectives</li> <li>• getting the physical setting right (checking that the equipment works, arranging the audience to suit the purpose of the presentation)</li> <li>• planning the presentation (listing the major points, estimating the timescale, selecting/designing visual aids, scripting the opening, preparing notes)</li> <li>• delivering the presentation (effective openings, correct and incorrect body language)</li> <li>• what to do if something goes wrong: backtrack if you lose the place, watch your body language, avoid excessive apologising</li> </ul>		
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**Lead a short discussion of the conclusions reached with the reference group**

1.2	As before - understand and demonstrate effective questioning skills		
1.3	As before – identify and understand non-verbal communication		
2.1	<p>Understand the principles of assertive behaviour</p> <ul style="list-style-type: none"> <li>• the characteristics of assertive behaviour and how it differs from passive and aggressive behaviour</li> <li>• general principles of assertive behaviour (clear objectives, clarity of expression, positive body language, active listening, working towards win-win solutions)</li> </ul>		
2.5	<p>Understand and demonstrate how to refuse requests assertively</p> <ul style="list-style-type: none"> <li>• resisting feeling guilty, clarity of expression, acknowledging the request, giving reasons and avoiding excuses, asking for information and time to think, if possible suggesting solutions</li> </ul>		
3.2	<p>Take part in small group meetings</p> <ul style="list-style-type: none"> <li>• participants' preparation: their objectives, what they will contribute, their questions</li> <li>• chairperson's use of the agenda to set and maintain a structure</li> <li>• the importance of positive contributions by all those taking part: listening, building on other's ideas, asking appropriate questions</li> <li>• effective endings (summaries and agreed actions)</li> </ul>		

**Self Evaluation**

	<p>Comment on:</p> <ul style="list-style-type: none"> <li>• your approach to selecting information</li> <li>• the strengths and weaknesses of your report</li> </ul>		
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