

Level 4 Diploma in Administration for Executive Assistants

Assessment

Unit 4 Administration for executive support

The assessment for unit 4 is a Learning Log and Reflective Account of your understanding, development, working practice and observation of others in the administration of executive support. Your learning log involves writing about and reflecting on your work and the practice of others around you.

The learning log and reflective account should be in the region of 1500 words and be completed using the template provided. They should satisfy all learning outcomes by:

- Discussing the function of the Executive support role and the range of qualities and skills required **(25 marks)**
- Demonstrating 'good practice' in supporting formal meetings, projects and personal scheduling **(25 marks)**
- Assessing and exploiting developments in ICT to enhance the effectiveness of the executive support role **(25 marks)**
- Discussing the factors involved in effective interpersonal communication and information management **(25 marks)**

When reflecting on the development and application and knowledge and skills, you should describe what happened and your feelings/thoughts about it, analyse what sense can be made of it, draw conclusions about what else can be done, and compile an action plan of what to do should it occur again.

The model of reflection used for this assessment is based on Gibbs Model of Reflection (1988).

LEARNING LOG

Unit 4 Administration for Executive Support

Candidate forename:

ID:

Candidate surname:

Date Prepared:

Mark Awarded:

Learning Outcome 1

Learning Outcome 2

Learning Outcome 3

Learning Outcome 4

Total Mark

Assessor (Internal):

Date:

Moderator (Internal):

Date:

Moderator (External):

Date:

Reference

Gibbs G. (1988) Learning by Doing: A guide to teaching and learning methods, Oxford Further Education Unit, Oxford Brooks University

Guidance for Completion

Using the template provided, compile your learning log and reflective account (hand written or word processed) of your understanding, development, working practice and observations of administering executive support. Reflect on your work and the practice of others around you through what you are asked to do for each of the following learning outcomes:

Learning Outcome 1

- Discuss the function of the Executive support role and the range of qualities and skills required
- Describe the function of the Executive support role and the range of qualities and skills required
- Explain feelings and thoughts about the Executive support role and the range of qualities and skills required
- Identify good/bad points about Executive support role
- Analyse the sense to made of qualities and skills required of the Executive support role
- Draw conclusions about the qualities and skills that are required
- Prepare an action plan to ensure appropriate qualities and skills are contained in the Executive support role

Learning Outcome 2

- Demonstrate 'good practice' in supporting formal meetings, projects and personal scheduling
- Describe examples of good practice by yourself (or others) supporting formal meetings, projects and personal scheduling
- Explain feelings and thoughts after demonstrating good practice in supporting formal meetings, projects and personal scheduling
- Identify good/bad points during your support (or by others) at/for formal meetings, projects and personal scheduling
- Analyse the outcome/consequences of your (or others) supporting formal meetings, projects and personal scheduling
- Draw conclusions about the qualities and skills that are required for supporting formal meetings, projects and personal scheduling
- Prepare an action plan to ensure ongoing 'good practice' when supporting formal meetings, projects and personal scheduling

Learning Outcome 3

- Assess and exploit developments in ICT to enhance the effectiveness of the executive support role
- Describe examples of good practice by yourself (or others) in enhancing the effectiveness of the executive support role
- Explain feelings and thoughts after enhancing the effectiveness of the executive support role
- Identify good/bad points after enhancement
- Analyse the outcome/consequences of enhancing the effectiveness of the executive support role
- Prepare an action plan to ensure ongoing effectiveness of the executive support role continues to be enhanced

Learning Outcome 4

- Discuss the factors involved in effective interpersonal communication and information management
- Describe with examples, factors involved in effective interpersonal communication and information management
- Explain feelings and thoughts after being involved with effective interpersonal communication and information management
- Identify good/bad points arising from effective interpersonal communication and information management
- Analyse the outcome/consequences of enhancing effectiveness
- Prepare an action plan to improve future effectiveness

Your learning log and reflective account should be in the region of 1500 words. Use more than one sheet for each learning outcome if required. Where appropriate, record the date and time when the action occurred. Provide a witness statement on 'headed' paper for evidence when another person has observed and confirmed your actions.

Learning Outcome	
Type of Action Occurring	
Reflective Account	
Prepared By:	Date/Time Occurred:
Mark Awarded by Internal Assessor x/25:	
Date Assessed:	