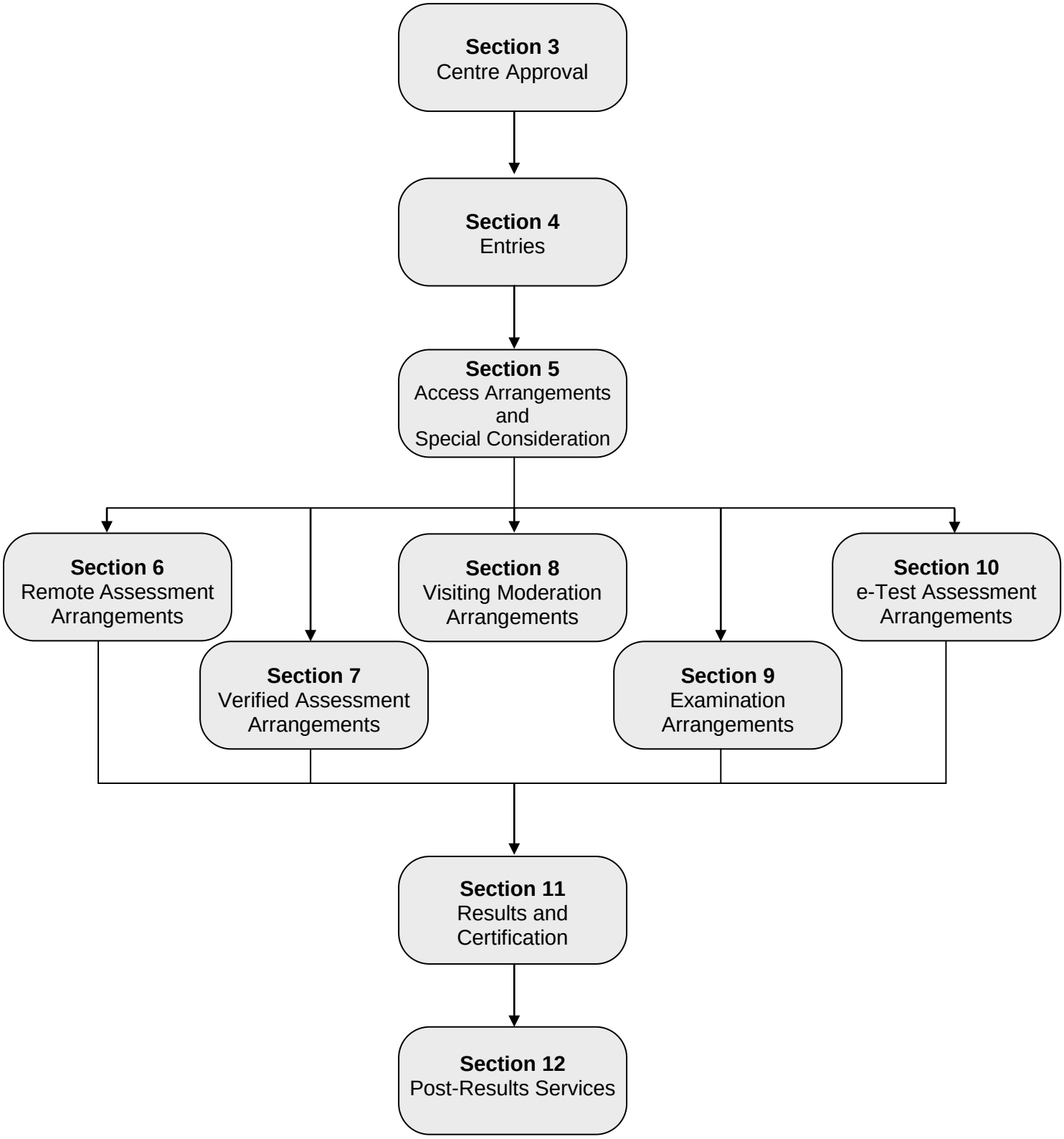
OCR
Oxford Cambridge and RSA

Admin Guide:
Vocational Qualifications

2014/15

Overview

This document is structured in chronological order of activity. Each box in the flow chart below corresponds to a section in this *Guide*.



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Version control

This page lists all changes to this *Admin Guide* since publication on the OCR website at www.ocr.org.uk/admin-guides. See Section 1.2 for details of how we communicate any changes to centres.

The latest version of this *Guide* is v.1.5 published on 8 April 2015.

Version number	Section	Page number	Details of change	Date changed
Version 1 published online 1 August 2014				
1.5	13	284	Two additional units added to Life and Living Skills	08/04/2015
1.4	13	55 156–8, 186 162–171	Updated the results issue date for CPC R1 and P1 to 17 July Added Residential Childcare qualifications (10405, 10406) 10396 and 09621 are now certification only Last date to make entries for 09622, 09623, 09624, 09625 and 09626 is now 31 March 2015	16/02/2015
1.3	10	47, 51, 55, 56	Added information on Business Banking qualifications	06/11/2014
1.2	13	172-191	Added Health and Social Care qualifications (10393, 10394, 10395, 10396, 10397, 10398)	22/10/2014
1.1	6.5	25	Added additional text to clarify that *Publisher files should be sent as a pdf.*	19/09/2014
	9.1	40–41	Correction to availability of Text Processing (Business Professional) qualifications	
	13	80–85 97 119–123 189–193 218 224–225 277–281	Added Business Administration qualifications (10382, 10383, 10384, 10385) Added Business Banking qualification (10390) Added Customer Service qualifications (10378, 10379, 10380, 10381) Added Children and Young People's Workforce's qualifications (10391, 10392) Last date to make entries for 10323 is now 31 December 2016. Last date to make entries for 01728 and 01729 is now 31 December 2016. Added Management and Leadership qualifications (10386, 10387, 10388, 10389)	

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1 Introduction

1.1 Purpose and scope of the *Admin Guide*

The purpose of this *Admin Guide* is to assist exams officers and teachers within registered OCR centres with the administration of many of OCR's vocational qualifications. This document should be read in conjunction with JCQ guidance and the OCR centre handbooks for each qualification.

See Section 1.2 for details of how we will communicate any additions or changes to this *Admin Guide*.

The following qualifications have their own administrative guides, which can be downloaded from the OCR website.

- 14–19 qualifications (including GCE AS/A Level, GCSE, Entry Level Certificate, FSMQ, Level 2 Award, Level 1/2 Certificate, Level 3 Certificate, Principal Learning and Project)
- Apprenticeships
- Being Entrepreneurial
- Cambridge Awards/Certificates in English and Mathematics (Cambridge Progression)
- Cambridge Employability
- Cambridge Nationals
- Cambridge Technicals
- Essential Skills Wales
- Functional Skills
- OCR Nationals.

1.2 Changes to this *Admin Guide*

The first version of this *Admin Guide* is v1.0, published online August 2014.

All qualifications within this *Guide* have an accreditation period assigned to them, which means that they have a start date and an end date. Many current qualifications are expiring during 2014/15 and this is indicated within the Entry Codes section of this *Guide*. We publish a monthly guide to our vocational qualifications which are approaching last entry or last certification date within the next six months. It is important that centres check this document regularly for updates. The guide can be downloaded from the OCR website. Some new qualifications are being introduced during 2014/15 and, at the time of publishing, details may not yet be available.

If there are any subsequent changes or additions to this *Admin Guide,* OCR will update the online version, available to download from the OCR website (www.ocr.org.uk/admin-guides).

Any changes will be clearly identified on the *version control* page in the *Admin Guide* (the page prior to the contents page) and the version number will be updated accordingly in the footer.

OCR will also notify centres of any amendments to this *Admin Guide* in our monthly *Subject Information Update* email.

1.3 Apprenticeships

Apprenticeships are open to anyone aged 16 or over, and provide candidates with a combination of study and work experience to prepare them for their career.

Apprenticeships are currently made up of the following components:

- Competence – Details of these components are available within this *Admin Guide*.
- Knowledge – Details of these components are available within this *Admin Guide.*
- Transferable skills (Functional Skills/Essential Skills Wales) – Functional Skills is the mandatory component of all Apprenticeship frameworks, except for Wales where centres are required to use Essential Skills Wales as the mandatory component. Visit www.ocr.org.uk/admin-guides to download the relevant *Admin Guide* for Functional Skills/Essential Skills Wales.
- Employee Rights and Responsibilities (ERR) – Formally assessed, depending on the level.
- Personal, Learning and Thinking Skills (PLTS) – In England, PLTS are part of the framework at Levels 2 and 3 and must be formally assessed. They may also be included in Higher Apprenticeship frameworks (Levels 4–7) if they are considered necessary. They are normally mapped to the knowledge and competence components of the framework.

For further information on OCR's Apprenticeships, including the available frameworks, please see the OCR website at www.ocr.org.uk/apprenticeships, where you can also download our *Admin Guide: Apprenticeships*.

For more information on Apprenticeship Frameworks, please see Apprenticeship Frameworks Online at www.afo.sscalliance.org.

1.4 Forms of assessment

Qualifications are referred to as being **unitised**, which means that the assessment has been split into separately assessed units, often taken at different stages of the learning.

Some qualifications consist of a mixture of assessment. The form of assessment for each unit is provided in the Entry Codes section of this *Admin Guide*. Assessments have been split into the following groups as they have similar arrangements:

- **Remote assessments** (Section 6) – These are usually on-demand, portfolio-based qualifications, which can take place any time at a centre's request. The candidate work is then sent to be moderated or examined remotely by an OCR examiner-moderator.
- **Verified assessments** (Section 7) – These are centre-assessed qualifications which are externally verified by an OCR external verifier during a centre visit.
- **Visiting moderation assessments** (Section 8) – These are centre-assessed qualifications which are externally moderated by an OCR visiting moderator during a centre visit.
- **Paper-based examinations** (Section 9) – These are exams or tests which take place on timetabled OCR-set dates, on dates scheduled by the centre within an OCR-set testing window or on demand within the centre.
- **e-Tests** (Section 10) – These are computer-based exams or tests which take place on demand or on dates scheduled by the centre within an OCR-set testing window.

Please note that OCR assessors are not available to conduct any assessment from 17 to 30 August 2015.

1.5 Obtaining further support and information

A glossary of common terms has been provided at the end of this *Guide*, together with a list of where to obtain copies of documents referred to within the *Guide*.

OCR website

The best way to obtain up-to-date information is via the OCR website at www.ocr.org.uk. The website includes essential support materials such as centre handbooks, model assignments, sample and past question papers, together with details about entries, results and fees. New administrative and qualification information is added regularly.

Interchange

Interchange (https://interchange.ocr.org.uk) is a free, secure website that has been developed to help exams officers and teachers carry out day-to-day administrative functions online quickly and efficiently. The site allows you to check your approval status, make and view entries and claims, view achievements and access external verifier and feedback reports. As Interchange is updated daily, it is always the place to view the most accurate information. In order to use Interchange for the first time, you just need to register your centre by returning the Interchange Agreement. This, together with a quick start guide, can be downloaded from the OCR website at www.ocr.org.uk/interchange.

Community

Our social network site enables teachers to share best practice, offer guidance and upload and access a range of support materials such as lesson plans, presentations, videos and links to other helpful sites. Visit www.social.ocr.org.uk to find out more.

OCR support and training

OCR's Customer Support Team offers free training specifically for groups of exams officers, as well as attending network meetings. To find out more about the training we can offer to give you more confidence in administering OCR qualifications, or to invite us to your network meetings, please see www.ocr.org.uk/examsofficers or email the team at cast@ocr.org.uk.

We also offer professional development for teachers. You can find out what professional development is available for each qualification by accessing the OCR website at www.ocr.org.uk/professionaldevelopment. Our professional development includes online training, a series of premier events and face-to-face training for coursework and controlled assessment units. If you would like more information, please contact us at professionaldevelopment@ocr.org.uk.

1.6 Contacting OCR

For general enquiries, please contact the OCR Customer Contact Centre:

Telephone:	02476 851509 (08:00–17:30 Monday to Friday)
Fax:	02476 851633
Email:	vocational.qualifications@ocr.org.uk (Please include centre name and number in the email.)
Post:	OCR, Westwood Way, Coventry, CV4 8JQ

As part of our quality assurance programme, calls may be recorded or monitored for training purposes.

For email communications, please note that we may not be able to provide specific information unless a centre email address (and not a personal email address) is used. When providing your contact details, please ensure that the email address you provide is either the main email address of the centre or the email address of the person responsible for the administration of exams. Personal email addresses should not be used.

2 Key Dates

This table shows the key dates of the assessment year in 2014/15 month by month.

	Date	Action
August	18–31 Aug	OCR assessors are not available to conduct any assessment between these dates.
	22 Aug	Test entry deadline for September Certificates of Professional Competence
September	12 Sep	Test date for September Certificates of Professional Competence
	15 Sep	Qualification entry window opens for October–November Text Processing
October	2 Oct	Qualification entry window opens for November Text Processing (Shorthand)
	3 Oct	Issue of results for September CPC multiple choice units
	13 Oct–28 Nov	Testing window for Text Processing units (see Section 9.1)
	16 Oct	Qualification entry deadline for November Text Processing (Shorthand)
	20 Oct	Test entry window opens for December Certificates of Professional Competence
	24 Oct	Issue of results for September CPC case study units
November	6 Nov	Test date for November Text Processing (Shorthand)
	7 Nov	Qualification entry deadline for October–November Text Processing
	14 Nov	Test entry deadline for December Certificates of Professional Competence
	14 Nov	Qualification entry deadline for January Certificate in Management Consulting
	24 Nov	Test entry window opens for January Certificate in Management Consulting
December	5 Dec	Test date for December Certificates of Professional Competence
	19 Dec	Test entry deadline for January Certificate in Management Consulting
January	2 Jan	Qualification entry window opens for January–March Text Processing
	2 Jan	Qualification entry window opens for January–May Text Processing
	9 Jan	Issue of results for December CPC multiple choice units
	9 Jan	Issue of results for November Text Processing (Shorthand)
	19 Jan	Test entry window opens for March Certificates of Professional Competence
	19–21 Jan	Testing window for January Certificate in Management Consulting
	23 Jan	Issue of results for December CPC case study units
	29 Jan	Qualification entry window opens for March Text Processing (Shorthand)
	26 Jan–20 Mar	Testing window for Text Processing units (see Section 9.1)
	26 Jan–1 May	Testing window for Text Processing units (see Section 9.1)
February	10 Feb	Qualification entry deadline for March Text Processing (Shorthand)
	13 Feb	Test entry deadline for March Certificates of Professional Competence
	27 Feb	Qualification entry deadline for January–March Text Processing
March	5 Mar	Test date for March Text Processing (Shorthand)
	6 Mar	Test date for March Certificates of Professional Competence
	6 Mar	Issue of results for January Certificate in Management Consulting
	27 Mar	Issue of results for March CPC multiple choice units
April	6 Apr	Qualification entry window opens for May–June Text Processing
	6 Apr	Qualification entry window opens for May–August Text Processing

	Date	Action
	6 Apr	Qualification entry window opens for May Text Processing (Shorthand)
	10 Apr	Qualification entry deadline for January–May Text Processing
	17 Apr	Issue of results for March CPC case study units
	17 Apr	Qualification entry deadline for June Certificate in Management Consulting
	23 Apr	Issue of results for March Text Processing (Shorthand)
	27 Apr	Test entry window opens for June Certificate in Management Consulting
	27 Apr	Test entry window opens for June Certificates of Professional Competence
	30 Apr	Qualification entry deadline for May Text Processing (Shorthand)
May	5 May–26 Jun	Testing window for Text Processing units (see Section 9.1)
	5 May–7 Aug	Testing window for Text Processing units (see Section 9.1)
	21 May	Test date for May Text Processing (Shorthand)
	22 May	Test entry deadline for June Certificates of Professional Competence
	29 May	Test entry deadline for June Certificate in Management Consulting
June	5 Jun	Qualification entry deadline for May–June Text Processing
	12 Jun	Test date for June Certificates of Professional Competence
	15–17 Jun	Testing window for June Certificate in Management Consulting
July	3 Jul	Issue of results for June CPC multiple choice units
	10 Jul	Issue of results for May Text Processing (Shorthand)
	17 Jul	Issue of results for June CPC case study units
	17 Jul	Qualification entry deadline for May–August Text Processing
	31 Jul	Issue of results for June Certificate in Management Consulting
August	3 Aug	Test entry window opens for September Certificates of Professional Competence
	28 Aug	Test entry deadline for September Certificates of Professional Competence
	17–30 Aug	OCR assessors are not available to conduct any assessment between these dates

3 Centre Approval

3.1 What is centre approval?

If you want to offer any of the qualifications listed in this *Guide*, you must first gain approval from OCR. Approval needs to be obtained for **each qualification** and you will only be able to enter candidates for the qualifications that you are approved to offer. In addition, approval is subject to continued centre activity; if there are no entries or certifications for a qualification for three consecutive years, centre approval will automatically lapse for that qualification.

3.2 Applying for centre approval

To apply for centre approval, you need to complete an application form. The form, together with guidance on completing it, is available from the centre approval section of the OCR website. The form asks for general information about the centre and for more specific details about the way the centre will deliver the qualifications for which it seeks approval. Forms should be sent via email to keyskillsopsteam@ocr.org.uk or via post to the address on the form.

For many qualifications, OCR will approve the application on the basis of an approval form; however, a visit from an OCR representative may be required and we will contact you to arrange this.

If your centre requires an inspection or evaluation visit, you may be required to pay a visit fee which will be invoiced to your account. This will be clarified at the time an inspection visit is arranged. (For Certificates of Professional Competence, an inspection visit and fee is required **per venue**.) Centre approval fees are provided in the OCR Fees List, which is available on the OCR website.

If a visit is required, please allow six weeks for your application to be approved. If a visit is not required, your application should be approved within five working days.

When OCR approves each application, you will receive a letter of confirmation. You can then enter candidates for the qualifications that you are approved to offer (see Section 4).

All changes of centre address should be sent to the Allocation Team, Coventry, on centre-headed paper. If a visit is required, we will contact you to arrange this.

3.3 Credit checking

If you are a company, sole trader or partnership, we have a credit checking process in place to help us verify your credit worthiness. You need to have been established, and trading on credit terms, for a minimum of six months and be able to supply us with two credit references (banks, solicitors and accountants are not considered as trade creditors and cannot be used as referees).

If you cannot satisfy these requirements then we will be unable to process your application; however, we can review your application after six months of trading. If you cannot satisfy these requirements but think there are extenuating circumstances, please email the details to the Customer Contact Centre at vocational.qualifications@ocr.org.uk.

4 Entries

Key points

- Centres make entries via Interchange (except for e-tests – see Section 10).
- If qualifications have entry deadlines, you must make your entries by the relevant deadline.
- It is essential that entry information is correct to ensure that candidates receive their certificates.
- **We do not allow entry withdrawals or transfers.**

4.1 What are candidate entries?

In order to let OCR know which qualifications your candidates wish to take and before you can claim qualifications for candidates, you need to make entries. There are two main ways to enter candidates:

- **Full award entry** – Candidates can be entered for the full award when they are intending to complete the whole qualification rather than just individual units. This is often a more cost-effective way to make entries (but is not available for all qualifications).
- **Unit entry** – It is possible for candidates to build up their qualification unit by unit. This may be useful if a candidate is not intending to complete the full qualification. For some qualifications, this is the only way to make entries (see Section 4.3).

Candidates should be entered for either the full award **or** individual units. They should **not** be entered for both.

In addition, if the qualification includes timetabled exams, you will also need to make **test entries**.

For **e-tests**, you enter the candidates directly on the computer-based test system (see Section 10.4).

For more details, see the qualification entry summary in Section 4.3.

4.2 Entry routes

There are two main routes for making entries, although not all routes are available for all qualifications:

- **Named entry** – This is where you provide specific candidate information (e.g. name and date of birth) for each qualification. The advantage of named entry is that materials we supply are personalised, requiring less manual work later. In general, this is OCR's preferred entry route.
- **Unnamed entry** – This allows you to order a number of units or qualifications in bulk, without specifying who will be taking them. Although this increases the flexibility of the administration, it may increase the administrative burden later in the process.

4.3 Qualification entry summary

For the majority of qualifications, it is possible to make full award/unit entries via named or unnamed routes; however, for some qualifications, not all entry types and routes are available. The table below summarises these exceptions. In addition, please note that entries for e-tests are made via the e-testing system (see Section 10).

Qualification	Entry type	Entry route	Notes
Certificate in Management Consulting (QCF)	Full award/ unit	Named	Centres make qualification entries via Interchange by the entry deadline and then test entries for a specific series via a paper test entry form which must be returned by the date specified.
Certificates of Professional Competence	Unit	Named	For paper-based tests centres make named entries via Interchange.
CLAiT International	Unit	Unnamed	Centres make entries via Interchange.
Creative iMedia	Full award/ unit	Unnamed	Centres make entries via Interchange.
NVQ (non-QCF)	Full award	Named	Candidates must be entered ten weeks before their first certification claim (see Section 7.4).
Professional Services (QCF) – (excluding 10331)	Full award/ unit	Named	Centres make entries via Interchange.
Text Processing (Business Professional)	Unit	Unnamed	Most units available as exams within a testing window; some timetabled exams. If you are using Text Processing qualifications towards Administration (Business Professional), we recommend you make named entries for the latter.
Verified qualifications (QCF)	Full award	Named	Centres make entries via Interchange.

4.4 Qualification entry deadlines

Centre-assessed assessments

Candidates can be entered for postally moderated assessments and verified units on an ongoing basis – there are no specific entry deadlines and entries are processed within 24 to 48 hours. However, if your qualification requires assessment materials to be sent to you (please see the centre handbook for details), please allow the following time between making your entries and the first intended assessment.

- **Named entries** – Five working days.
- **Unnamed entries** – Ten working days.

Paper-based exams

Entries for OCR paper-based timetabled exams and exams that take place in a testing window must be made by the relevant entry deadlines. These are as follows:

Qualification	Test month/window	Qualification entry deadline/window	Test entry deadline/window
Certificate in Management Consulting	January	14 Nov 2014	24 Nov–19 Dec 2014
	June	17 April 2015	27 Apr–29 May 2015
Certificates of Professional Competence	September		28 Jul–22 Aug 2014
	December	–	20 Oct–14 Nov 2014
	March	–	19 Jan–13 Feb 2015
	June	–	27 Apr–22 May 2015
	September	–	3 Aug–28 Aug 2015
Text Processing (Business Professional)*	October–November	15 Sep–7 Nov 2014	–
	January–March	2 Jan–27 Feb 2015	–
	January–May	2 Jan–10 Apr 2015	–
	May–June	6 Apr–5 Jun 2015	–
	May–August	6 Apr–17 Jul 2015	–
Text Processing (Business Professional) Shorthand Speed Skills units	November	2 Oct–16 Oct 2014	–
	March	29 Jan–10 Feb 2015	–
	May	6 Apr–30 Apr 2015	–

*See Section 9.1 for details of which units are available in each testing window.

4.5 Entry fees

Details of the entry fees for all OCR qualifications can be found in the OCR Fees List, which is available on the OCR website. Invoices will be sent (normally via email) to your accounts contact once you have made your entries. Depending on the entry type you choose, you pay either a full award entry fee or a unit entry fee.

Querying a fees invoice

To query an invoice, please forward a copy of the invoice and supporting documentation (quoting your centre number and invoice number in all correspondence) to OCR Sales Ordering, Finance Division, OCR, 1 Hills Road, Cambridge, CB1 2EU. Alternatively, you can email creditcontrol@cambridgeassessment.org.uk or fax 01223 553048.

4.6 Information required to make named entries

Qualification details

Provide entry codes of the full qualification(s) and details of the specific unit(s) you are entering candidates for.

Candidate personal details

Provide candidate names and dates of birth. You should enter candidates under names that can be verified by the presentation of suitable identification, such as a birth certificate, passport or driver's licence. This ensures that there will be no delay or confusion when candidates subsequently present their results documentation to employers or tertiary institutions. Also, if candidates apply to OCR for additional or replacement copies of their results, they must be able to provide identification that matches the archived information.

Centre candidate number

An optional field for named qualifications, this number can be allocated by a centre if you wish to add an additional reference; it can be up to four digits long.

OCR candidate number

This is an eight-digit number allocated by OCR which allows a candidate's units to be linked together when claiming for multiple units or full awards. For candidates entering for OCR qualifications for the first time, this should be left blank. If the candidate has a previous OCR candidate number, you should provide this to avoid additional numbers being generated.

ULN

The unique learner number (ULN) is a personal ten-digit number, which is used to ensure learner achievement information can be provided to the Learning Records Service (LRS).

If a candidate does not have a ULN, the ULN field should be left **blank**; you **must not** add a piece of placeholder text, such as '9999999999' or 'TBC'.

Where a ULN is included with an entry, OCR will check the ULN and candidate details with the LRS. Candidate details submitted to OCR need to match those held on the LRS exactly. If there are any differences, we will be unable to validate the ULN. This will not prevent your entries from being processed, but OCR will not be able to send result data to the LRS until the ULN and candidate details have been validated correctly with the LRS.

For more information, and to generate a ULN, please refer to the Learning Records Service – Learner Registration area: http://help.learningrecordsservice.org.uk.

Order number

The order number will be quoted on your centre's invoice. It can be either an official order number or simply a reference, e.g. a tutor's name. It is good practice to provide an order number as this enables invoices to be matched to your entries easily. You can use the same order number for as many entry submissions as you wish and it can be up to 20 characters long.

4.7 Information required to make unnamed entries

Qualification details

Provide the number of full qualification entries or the number of unit entries that you would like for each qualification.

Order number

See above.

4.8 Making qualification entries

The main method for entering candidates is via **Interchange**, OCR's secure extranet (https://interchange.ocr.org.uk). If your centre is new to Interchange and does not currently have an Interchange account, please complete and return the Interchange Agreement (which can be downloaded from the OCR website) to receive your login details.

If your centre has an account but you are a new user, or your existing account needs to be updated, please contact your Centre Administrator (usually the exams officer). If you are unsure whether your centre is registered or you cannot locate your Centre Administrator, please email the Customer Support Team at cast@ocr.org.uk. If your centre is unable to make entries electronically, please contact the Customer Contact Centre (see Section 1.6).

When your entries have been submitted and processed, we will send an invoice for the full amount to your accounts contact.

Getting started

Hover over 'Entries' in the left-hand menu and then click on 'Make entries'. You will see a list of qualification categories. The following categories apply to qualifications within this *Admin Guide*:

- **Certificates of Professional Competence in Road Transport (CPC)** – Click on this heading to make entries for CPC qualifications.
- **CLAiT and ITQ** – Click on this heading to make entries for CLAiT International and ITQ.
- **NVQ** – Click on this heading to make entries for NVQs and other verified qualifications on the NQF. This should not be used for NVQs which are now on the QCF.
- **Vocationally related qualifications (including Entry Level and Text Processing)** – Click on this heading to make entries for all the other qualifications within this *Guide*, including verified and other qualifications on the QCF.

Named entries

For named entries, in most cases, you have a choice: you can either upload a spreadsheet or use a web-based form.

- **Uploading a spreadsheet** – This method is ideal if you have large numbers of candidates. Click on the spreadsheet link beneath the relevant qualification category and then download and save the spreadsheet template. Read the instructions by clicking on the help link and then populate the spreadsheet with the information described in Section 4.6 – either manually or by importing data from your management information system.

When you are ready to make your entries, click on ‘Browse’ to find your saved spreadsheet, add an order number or reference in the box provided and then click on ‘Submit entries spreadsheet’.

Interchange will automatically validate the contents and highlight any errors it finds, allowing you to correct these before submitting the spreadsheet to OCR. This allows you to ensure that all the information is correct before it reaches us, which in turn helps us prevent any unnecessary delays in processing your entries.

- **Using a web-based form** – This method is useful if your candidates already exist on Interchange or you only have a few candidates to enter. Click on the relevant named web-based entry form link within the qualification category you require.

  You will be asked to select your assessment. You can find your assessment by entering the assessment code, title or part title in the search box. If you leave the search box blank, all the vocational qualifications for which you are approved will appear in the dropdown list. Select the qualification you require and click ‘OK’.

  Next, you need to select your candidates. You can do this by choosing individual candidates or whole candidate groups. (These groups can be created within Interchange and tailored to include candidates of your choice. To create a bespoke candidate group, log in to Interchange, hover over ‘Candidates’ in the left hand menu and click on ‘Candidate groups’.) You should select existing candidates rather than creating new ones; however, if you cannot find a candidate, you can enter their details. When searching for existing candidates, you can restrict the search to show only candidates added during a given time period, from ‘today’ to ‘in the last five years’.

  Once you have selected your candidates, click ‘Next’. You will then be asked to select your entry options. You can choose to make either a full award entry or unit entries. If making unit entries, you can make up to three unit entries at once. Select your entry options, ensuring the relevant candidates are ‘ticked’ before clicking on ‘Apply to selected’. Click ‘Next’ to review your entries and add an order number before clicking on ‘Submit entries’ to confirm your entries.

Unnamed entries

You make unnamed entries via a web-based form. Click on the relevant unnamed web-based entry form link within the qualification category you require.

You will be asked to select your assessment. You can find your assessment by entering the assessment code, title or part title in the search box. If you leave the search box blank, all the qualifications for which you are approved will appear in the dropdown list. Select the qualification you require and click ‘OK’.

Enter the number of full award or unit entries you wish to make and click ‘Add’. You will be given an opportunity to add more entries to this order. When you have finished adding entries, click ‘Next’. You should then add an order number and click ‘Submit entries’ to confirm your entries.

4.9 Viewing entries

You can view all entry information within Interchange. To access this area, hover over ‘Entries’ in the left-hand menu and then click on ‘Entry submission history’. Click on the relevant qualification heading to view entries. There are two tabs on this page – ‘Online Submissions’ and ‘Uploaded spreadsheets’. The ‘Online Submissions’ tab is the default.

If you’ve submitted your entries using the web-based form, click on the relevant ‘View entry submission history’ link. You will then see a list of all named entries, with the most recent at the

top of the list. You can filter the results by selecting a date range and order number (if applicable). To view the entries, click on 'View details' in the 'Action' column.

If you've submitted your entries using the spreadsheet, click on the 'Uploaded spreadsheets' tab. You will then see a list of all named entries submitted by spreadsheet, with the most recent at the top of the list. An 'entry status' will be visible for each entry. The status will indicate whether you need to take any action to help us process your entries successfully. Descriptions of each of the status messages (including any action required) are given in the table below:

Status	Description	Action required
Duplicate file	The spreadsheet could not be processed as it contains duplicate entries	Please call the OCR Customer Contact Centre to resolve this issue
Empty file	The spreadsheet does not contain any details	Please check and upload the spreadsheet again
OCR handling this	We are currently resolving the outstanding issues with the spreadsheet	None required
Processing complete	The spreadsheet has been successfully uploaded and processed	None required
Processing in progress	We are currently resolving any issues with the spreadsheet	None required
Read and recognised	The spreadsheet has been successfully uploaded and is currently being processed	None required
Read and rejected	The spreadsheet is incorrectly formatted or there was a problem processing the file	Please call the OCR Customer Contact Centre to resolve this issue
Upload failed	The spreadsheet could not be uploaded	Please check and upload the spreadsheet again

It is also possible to view entry information for a specific candidate group (see Section 4.8 for details of how to set up candidate groups). Once logged into Interchange, hover over 'Entries' and then click on 'View entries' before selecting the qualification category you require.

4.10 Making test entries for Certificates in Management Consulting

If you have made qualification entries (see Section 4.8), approximately six weeks before each relevant test entry deadline, test entry forms will be sent to you. Test entry forms should be completed and returned to OCR by the test entry deadline (see Section 4.4).

Test entry forms will be pre-populated with your centre and candidate details and details of the timetabled examinations that candidates may enter for. You should indicate which candidates you would like to enter for which OCR timetabled units.

If you do not complete a test entry form, your candidates will not be entered for the relevant testing window. Please ensure that you enter for the correct window as materials cannot be swapped or returned if you enter for the wrong one.

4.11 Amending or withdrawing entries

If you need to update candidates' personal details, e.g. name or date or birth (see Section 4.6), you can make the changes via Interchange. If you wish to change a candidate's whole name (rather than correct a spelling mistake), you will also need to send proof of the candidate's name change to OCR Operations by emailing keyskillsopsteam@ocr.org.uk.

We will not refund any named or unnamed entry fees where the entry has been made in error.

5 Access Arrangements and Special Consideration

5.1 Access arrangements and reasonable adjustments

Access arrangements and reasonable adjustments are made prior to an assessment to enable a candidate with particular requirements to demonstrate attainment. They must not, however, affect the reliability or validity of assessment outcomes; nor must they give the learner an assessment advantage over other learners taking the same or similar assessments.

Applications for alternative assessment arrangements and reasonable adjustments must only be made by the centre and cannot be made by parents or candidates.

Depending on the type and level of the assessment, centres will need to do one of the following:

- Apply to the OCR Special Requirements Team (OCR, 1 Hills Road, Cambridge, CB1 2EU).
- Make the arrangement without consulting OCR and keep a record on file.
- Make the arrangement without consulting OCR; evidence is not required on file.

Specific information and guidance for each qualification can be found in the JCQ *Access Arrangements and Reasonable Adjustments*.

Modified papers

If you require modified papers as part of an access arrangement or reasonable adjustment, you must make applications at least **ten weeks** before the chosen test date. To apply for modified papers, please complete the JCQ form 7, Application for Modified Papers, which can be downloaded from the JCQ website. Forms should be sent to Assessment Production, OCR, 1 Hills Road, Cambridge, CB1 2EU.

e-Tests

If your candidate requires extra time for e-tests, you must first check whether you need to apply to the OCR Special Requirements Team for permission, as described above.

In addition, the extra time needs to be added to the candidate's test before the test is taken.

- For amounts up to 25%, you can add the extra time to the candidate's test in the computer-based test system. This can be done from either the last step of the Schedule Exam Wizard or from the Invigilation tab.
- For amounts over 25%, the extra time has to be added by OCR.

If your candidate requires any specific colour settings, these can be changed within the test from the Preferences button. This includes a number of pre-set options for contrasting text and background colours. The candidate can select the option which they find easiest to read.

5.2 Special consideration

Special consideration is a post-assessment adjustment reflecting temporary injury, illness or other indisposition at the time the assessment was taken. It is important to note that it may not be possible to apply special consideration where:

- An assessment requires the demonstration of a practical competence
- The assessment criteria have not been fully met
- Units/qualifications confer licence to practise.

Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later time.

A learner will not be eligible for special consideration where:

- Evidence is not supplied by the centre that the learner has been affected at the time of the assessment by a particular condition
- Any part of the assessment is missed
- Preparation for a component is affected by difficulties during the course such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes.

Under the above circumstances, OCR will not award an aegrotat (an award made on the basis of partial achievement to a candidate who is unable, through temporary illness, injury or indisposition, to complete all the usual assessment requirements).

Obtaining special consideration

Applications for special consideration must be submitted to OCR within seven days of the affected assessment having taken place using the appropriate JCQ form (available from the JCQ website). Applications cannot be accepted after results have been issued.

Forms should be sent to the Special Requirements Team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

Further details can be found in the JCQ booklet, *A guide to the special consideration process*.

6 Remote Assessment Arrangements

Key point

- Check the relevant centre handbook to find out whether your qualification has an online or paper-based claim process.

The assessments within this section are usually on-demand, portfolio-based qualifications, which can take place at any time at a centre's request. The candidate work is then sent by post, email, centre e-portfolio or via the OCR MAPS e-portfolio (depending on the qualification) to be moderated or examined remotely by an OCR examiner-moderator.

6.1 Assessment

Once you have made your entries, you will receive materials (if applicable) to enable you to administer the assessment. Information about the assessment for each qualification can be found in the centre handbooks, which can be downloaded from the relevant qualification pages of the OCR website.

6.2 Certification claims

Once the assessment is complete, you need to make a claim in order to obtain the certification:

- Centre-assessed work is submitted to the OCR examiner-moderator for moderation so that OCR may sample it, in order to ensure that standards are being met.
- OCR-assessed units are sent to the OCR examiner-moderator so that they can be marked.

Certification claims for the majority of our vocational qualifications are made via Interchange, with the exception of Creative iMedia where the MAPS e-portfolio can be used (see Section 6.4 for MAPS claims) and qualifications on the NQF that are still available for certification (see Section 6.7 for paper-based claims).

There are no specific deadlines for making certification claims; however, it is important only to make claims when you are confident that the requirements for the unit have been met. Under no circumstances must claims be submitted unless, in the final opinion of the centre, the work meets the requirements for certification.

Centres must clarify any assessment queries with OCR before making claims for centre-assessed work. **The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.**

You should send the work to the examiner-moderator within 24 hours of submitting the claim. (Certificates will be issued 21 working days after submitting your candidate work to the examiner-moderator.)

6.3 Making an online claim via Interchange

Certification claims for the majority of our vocational qualifications in this guide are now made via Interchange. You can only create a claim if entries (unit or full award entries) have previously been made for that qualification (see Section 4). For further help and support in making online claims, please see our step-by-step guides, which are available on the OCR website.

Starting a claim

To get started, log in to Interchange, hover over 'Certification claims' in the left-hand menu and click on the relevant 'Make claim' link within the qualification category you require. You will then be able to see a list of the qualifications for which you have approval and the status of any claims being made.

If you cannot see this area, check with your Interchange Centre Administrator that you have the correct role – you need either the 'Centre Administrator' or 'Tutor/Teacher' role.

You can only start a new claim for a particular qualification if all previous claims for that qualification have been submitted. To start a claim, choose the qualification you want to make a claim for from the list and click 'Create' next to the qualification title.

Setting up your assessment personnel

The first time you create a claim for each qualification, you will be prompted to set up your **centre assessors**. These are the people within **your centre** who will be marking the assessment, **not** the OCR assessor. (Once your first centre assessor is set up, you won't be prompted in this way again.) Type the centre assessor's full name and initials in the boxes provided. Up to four initials will be accepted and these should be unique within your centre.

Any number of centre assessors can build a claim, but only one assessor should submit it.

Adding candidates

There are two ways to add candidates to a claim:

- **Named entries** – If you made named qualification or unit entries, you will see a list of all eligible candidates once you click to create a claim. When you click on 'Create new' next to each candidate's name, you will see either all the available units for the qualification or, if you made unit entries, all the units the candidate is entered for.
- **Unnamed entries** – For unnamed entries, you will need to build up a list of candidates. If OCR already knows about a candidate (perhaps from a different qualification), you should search for their details and the qualification for which you wish to claim some (or all) relevant units. You must do this before you input new details. If you cannot find a candidate, you need to input new details.

  To create a new candidate, you must provide their surname, forename, date of birth and gender. In addition, if you want achievements to be available on the Personal Learning Record, you must provide the unique learner number (see Section 4.6 for details). For unnamed claims, you will also be shown how many unnamed full qualification or unit entries are available. This number will decrease when claims have been submitted. If this gets low, you may need to make more unnamed entries before you can complete a claim.

For both named and unnamed entries, you can create candidate groups, which can be tailored to include candidates of your choice. To create a bespoke candidate group, log in to Interchange, hover over 'Candidates' in the left hand menu and click on 'Candidate groups'.

Adding units achieved with another awarding body

For some qualifications, it is possible to use units achieved with another awarding body to contribute to an OCR award. These units should be claimed as part of your last claim before certification. You should claim these before OCR units if you are claiming both at the same time.

Click on 'Add units from another awarding body', select the unit and centre assessor (in this case, the person who approves the evidence), then enter the name of the awarding body and click on 'Add'.

When you have finished adding units, click on 'Done' to return to the claims page. A copy of the unit certificate or results slip (showing unit accreditation number, title and level) must be given or sent to your OCR assessor as evidence of the achievement. We cannot accept other forms of evidence that do not display this information.

Adding OCR units

The claim will show you all the units that are available in the qualification selected or all the units that you have entered for. To add a unit, select the centre assessor from the dropdown list and click the button in the 'Claiming' column. You can select different assessors for different units before clicking on 'Save claim'.

Where a previous claim has been made for a candidate, if you made full award entries, the claim will show those units as achieved or, if you made unit entries, those units will not appear on the list. If you have only entered one centre assessor, you will see that name pre-populated for every unit.

You can claim some or all of the units required to claim the full qualification. If you only claimed some units, before submitting the claim, you can return to this claim and continue to add units to it as they are achieved. The full award will be issued automatically as soon as all the criteria have been met.

If you made unnamed entries and want to claim more units for a candidate (having already started a claim for them), you can return to this claim as though it is a named candidate; the candidate will appear on your list of candidates for you to edit or add to a subsequent claim.

Editing the claim

You can build up claims over a period of time. As long as you do not submit the claim, you can keep adding to or editing an existing claim by clicking 'Edit' next to the qualification title or the candidate name. By submitting larger claims in this way, you can help us with more effective moderation and sampling, as well as reducing the number of parcels you have to send to your moderator.

Remember to save your additions before leaving each page. If you cancel or do not save a specific candidate claim, all the details you have entered will be removed – this includes candidate details if this is a new claim for a new candidate for an unnamed entry.

You may wish to make the following amendments:

- **Removing a unit from the claim** – Click on the candidate's name to open the claim for that candidate. Click on the radio button in the 'Not claiming' column to remove a unit from their claim and click on 'Save claim' (or 'Add to claim' if you made unnamed entries).
- **Removing a candidate from a claim** – Click on the candidate's name to open the claim for that candidate. Click on the radio button in the 'Not claiming' column for **all units** and click on 'Save claim' (or 'Add to claim' if you made unnamed entries).

Submitting the claim

When you have included all the relevant candidate achievements, you can submit a claim from the 'View claim' option on the claim. We recommend that you submit the claim in one file rather than individually. This will help the OCR assessor in the sampling process. Please check your claim carefully before you submit. **You will not be able to amend any of the contents once it has been submitted.**

It is good practice to enter the data for each qualification, save the claim (without submitting) and then print it so that it can be checked and amended before submitting. Before you submit the claim, you can also export it as a CSV file for your records.

Please also check that the email address shown for you is correct. You can edit it here but it will not be a permanent change to your Interchange profile. If your address has permanently changed, ask your Centre Administrator to update your profile.

When you click on 'Submit to assessor' (or 'Submit to OCR' if you have direct claim status for externally verified qualifications – see Section 7.7), a warning message will appear, prompting you to confirm that you want to submit the claim. Only click 'yes' if you are ready to submit the claim as, after this point, you will not be able to edit it.

For **remote assessments only** you will also see a declaration and tick box on this page. This requires you to confirm that you have printed a copy of the claim to be included with the work submitted for moderation (see Section 6.5). If you do not tick this box, an error message will appear and you will not be allowed to submit the claim. Print the claim by clicking on the 'Print page' link on the right-hand side of the page before ticking the declaration box and clicking on 'Submit to assessor'.

When you submit the claim, you will see a message to confirm your claim has gone to the allocated OCR assessor. The OCR assessor will then receive an email to let them know that claims have been made. (If you have direct claim status, when you submit the claim, it will automatically be sent directly to OCR.)

Checking the progress of a claim

You can see the claim you are making at each stage of the process as well as after certification. To view all submitted claims, hover over 'Certification claims' in the left-hand menu and then click on 'View claim history' within the qualification category you require. Your most recent claim should be at the top of the list. You can check the whole claim or export it for your own records. At each stage of the process, the claim will show a different status:

Status	Comments
Submitted	The claim has been submitted to your assessor. It can no longer be edited.
Finalised	The claim has been revised/finalised by the OCR assessor. This will only appear for a short time. However, if all units within a claim have been withdrawn, the claim will remain in this stage.
Processed	The claim has been sent to OCR and results should appear on Interchange in approximately 48 hours.
Withdrawn	The OCR assessor has withdrawn the whole claim. If the assessor withdraws the claim, and the candidate wishes to achieve the qualification, when the candidate is ready, you simply need to make a new claim; there is no need to make a new entry.

If your claim includes a lot of different units, we recommend the following:

- **16–30 different units claimed** – Set your printer to landscape to ensure your printed version matches the screen.
- **30+ units** – Export your claim, as all units claimed may not show on the printed version.

6.4 Submitting an online claim via MAPS e-portfolio

If you are using MAPS e-portfolio for the assessment process for Creative iMedia qualifications (entry codes 04304–04312), you can also submit the work electronically to OCR for moderation. MAPS e-portfolio is also available for Being Entrepreneurial and Employability Skills qualifications – see the relevant admin guides for details for these qualifications, available to download from the OCR website.

You should **only** make a claim and submit work for moderation once it has been marked, using the evidence checklist (e-checklist) or the Red Pen Tool in MAPS to confirm it meets all of the assessment criteria required by the unit/s being submitted.

When you are ready to submit work for moderation in MAPS, you will need to make a claim. Each claim has a unique number that links the claim in Interchange with the work submitted in MAPS so both **must** contain the same combination of candidates and unit/s. In MAPS unit/s can only be submitted for the same level at the same time, e.g. for Level 2 or Level 3, but not both. Therefore, any claim created in Interchange should also be for unit/s at the same level only.

There are two options for creating the claim:

- If you want to use **unnamed** unit or qualification entries, the claim can be completed directly from MAPS.
- If you want to use **named** unit or qualification entries, the claim has to be completed in Interchange first before submitting the work in MAPS.

Once you are ready to make a claim, within MAPS, you need to select the candidates with work ready to submit, and choose whether you want to use named or unnamed entries. You then need to complete the following steps:

Submitting a claim using unnamed entries:

- If you select unnamed entries, MAPS will show the number of unnamed entries available on Interchange. Where there are sufficient entries available, a 'select' button is available in MAPS. (Where there are insufficient entries available, a red cross is displayed and you will need to make additional unnamed entries in Interchange first before proceeding – see Section 4.8).
- Click 'select' for the unnamed entries you want to use. The unit and candidate details are automatically sent to Interchange. The claim number is then created within Interchange and appears within MAPS.
- You will be asked to complete the declaration, enter your password and submit the candidate work in MAPS (see Section 6.5).

Submitting a claim using named entries:

- If you select named entries, you need to follow the steps in Section 6.3 to create your claim within Interchange.
- You then need to submit the candidate work in MAPS, using the claim number from Interchange (See Section 6.5). It is important that if you are using named entries, the work is submitted in MAPS **immediately after** the claim has been created in Interchange, and that the entries and claims contain the same combination of candidates and unit/s.

For detailed guidance, see the MAPS 3 manuals and the OCR help videos in the 'Help' section within MAPS.

6.5 Submitting candidate work following an online claim

Within 24 hours of submitting your claim online via Interchange or MAPS, you need to send the candidate work (for all the candidates for whom you have made a claim) to your examiner-moderator. **Please refer to the relevant centre handbook for the available methods of submitting candidate work for that qualification.**

Postal submission

Each time you wish to send candidate work, please check Interchange, where your up-to-date examiner-moderator details are held. On Interchange, hover over 'Centre information' and then click on 'View examiner-moderators' in the left-hand menu. Then just enter the qualification information into the relevant boxes and a list of the examiner-moderators for your qualifications will be produced. Click on the 'magnifying glass' for each qualification to view the full examiner-moderator address details.

When sending your candidate work, you need to send:

- A printout of the claim (see 'Submitting the claim' above for details)
- A simple submission cover sheet for each candidate. These can be downloaded from the relevant qualification page of the OCR website.

Please make sure that work for each claim is packaged separately; do not submit work for more than one claim in the same package. We recommend that centres use a secure form of delivery to send the candidates' portfolios to their allocated examiner-moderator. We cannot take responsibility for any work lost in transit. We are unable to return candidate work to centres, so we strongly recommend that you take a copy before submitting evidence. We will not return originals or copies of portfolios and they will be destroyed after six months.

Some qualifications allow candidate evidence to be sent electronically – please see the individual centre handbooks for details.

Electronic submission via email

To submit work electronically to the moderator, you need the four-digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk. On Interchange, hover over 'Centre information' and then click on 'View examiner-moderators' in the left-hand menu. Then just enter the qualification information into the relevant boxes and a list of the moderators for these qualifications will be produced. Candidate evidence can be emailed direct to this address, as soon as the unit(s) are claimed on Interchange.

When emailing your candidate work, you need to include:

- A printout of the claim (see 'Submitting the claim' above for details)
- A simple submission cover sheet for each candidate. This can be downloaded from the relevant qualification page of the OCR website.
- A candidate evidence record sheet. This can be downloaded from the relevant qualification page of the OCR website.

Candidate evidence can be emailed direct to this address, as soon as the unit(s) are claimed on Interchange.

The subject heading should include the **centre number, entry code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number (see the final bullet point below about size limitations).

Follow these guidelines:

- You need to include a copy of the whole claim from Interchange.
- Create one folder for each candidate and include:
  - The Submission Cover Sheet
  - The Candidate Evidence Record Sheet
  - The relevant evidence files.

If you are submitting more than one unit, create a sub-folder for each unit and include the Submission Cover Sheet in the main folder.

- The Candidate Evidence Record Sheet should also be included in the sub-folder for each unit.
- Ensure all files show evidence of the assessor's marking. If there are no errors on a print, tick or mark as 'no errors'.
- Evidence can be scanned to show marking, please scan prints in the correct sequence and orientation.
- Hyperlinks can be incorporated into the Candidate Evidence Record Sheet in order to make it easier for the moderator to find which part of the evidence maps to the assessment criteria.
- We accept any pdf, rar, zip, or MS Office files (any version).
- Size should be restricted to 10MB per email. If it is any larger, it should be split between emails and clearly labelled e.g. **email 1 of 2**, **email 2 of 2**, etc.

Electronic submission via centre e-portfolio

To submit work electronically to the moderator, you need the four-digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk. On Interchange, hover over 'Centre information' and then click on 'View examiner-moderators' in the left-hand menu. Then just enter the qualification information into the relevant boxes and a list of the moderators for these qualifications will be produced.

If your centre is using an e-portfolio to organise the candidate's work, you can email your-moderator's OCR mailbox, giving them login details and instructions on how to navigate around the site. It is important to send the moderator this information each time you make a claim. The login details will also be required to make access available to other individuals, as advised by us, for quality assurance purposes. You **must** ensure that the work in the portfolio is accessible for a minimum of six months for quality assurance and in the event of a results enquiry. After this time the portfolios can be removed.

Follow these guidelines:

- Ensure that the Submission Cover Sheet and the Candidate Evidence Record Sheet are included in the portfolio.
- Ensure that final candidate evidence is easy to find.
- Ensure that all candidate evidence for each unit is contained within the same folder.
- Ensure all files show evidence of the assessor's marking. If there are no errors on a print, tick or mark as 'no errors'.
- Evidence can be scanned to show marking, please scan prints in the correct sequence and orientation.
- Hyperlinks can be incorporated into the Candidate Evidence Record Sheet in order to make it easier for the moderator to find which part of the evidence maps to the assessment criteria.

- We accept any pdf, rar, zip, or MS Office files (any version). Publisher files should be sent as a pdf.
- Feedback/marking of candidate work can be submitted on a separate document.
- Size should be restricted to 10MB per file as otherwise it takes too long for the moderator to download.

Please note: The moderator's OCR mailbox can only be used to send candidate evidence or to advise about e-portfolio login and navigation. It must not be used to ask questions, or enter into any other dialogue. Supplementary information or explanations to the moderator must not be provided in the email.

Electronic submission via MAPS e-portfolio

If you are using MAPS for the assessment process for Creative iMedia qualifications (entry codes 04304–04312), you can also submit the work electronically to OCR for moderation after a claim has been made (see Section 6.4).

If you are using **named** entries, it is important that the work is submitted in MAPS immediately after the claim has been created in Interchange, and that the entries and claims contain the same combination of candidates and unit/s.

Please note: You do not need to use the Candidate Evidence Record Sheets or the Submission Cover Sheets when submitting work in MAPS. You **do** need to complete and retain a signed candidate authentication statement for each candidate submitting work in MAPS.

Once you have submitted the work, the moderator will receive an automatic email to say that there is a claim to be processed on Interchange and work to be moderated in MAPS.

For detailed guidance, see the MAPS 3 manuals and the OCR help videos in the 'Help' section within MAPS.

6.6 Processing an online claim

Your OCR examiner-moderator will confirm or edit the claim as appropriate. They will then send it to OCR to process. You will get an email to say the claim has been sent to OCR and you can view the actual claims sent from the 'View claim history' menu in Interchange (look for Finalised/Processed statuses in the status column).

6.7 Making a paper-based claim

For qualifications on the NQF that are still available for certification, you will need to make paper-based claims.

Once candidates are ready to submit work, centres should complete and return candidates' work in a folder, together with a submission sheet and a despatch notification sheet. This is outlined in more detail below.

There is no limit to the number or combination of units that can be submitted at one time – it can be as many or as few as the centre wishes. However, each claim must contain work for only one qualification (e.g. you cannot include units from Level 1 and Level 2 in the same submission).

We recommend that centres use a secure form of delivery to send the candidates' portfolios to their allocated examiner-moderator. We cannot take responsibility for any work lost in transit.

We are unable to return candidate work to centres, so we recommend that you take a copy before submitting evidence.

Candidates' work

Candidate work should be placed in the generic card folders provided depending on your entry and the qualification:

- **Unit submission folder** (USF) – These must be used to submit work for only one unit. They must not be photocopied.
- **Assessment record folder** (ARF) – Include all the units for the full award in this folder.

It is essential that the folders are completed accurately and consistently as they will be used to match candidates to their entries. If you made unnamed entries, they will also be used to generate results and certificates. You may wish to produce labels from your management information system so that the details match your records precisely.

Candidate submission sheet

Depending on whether you made named or unnamed entries, you should complete one of the following submission sheets:

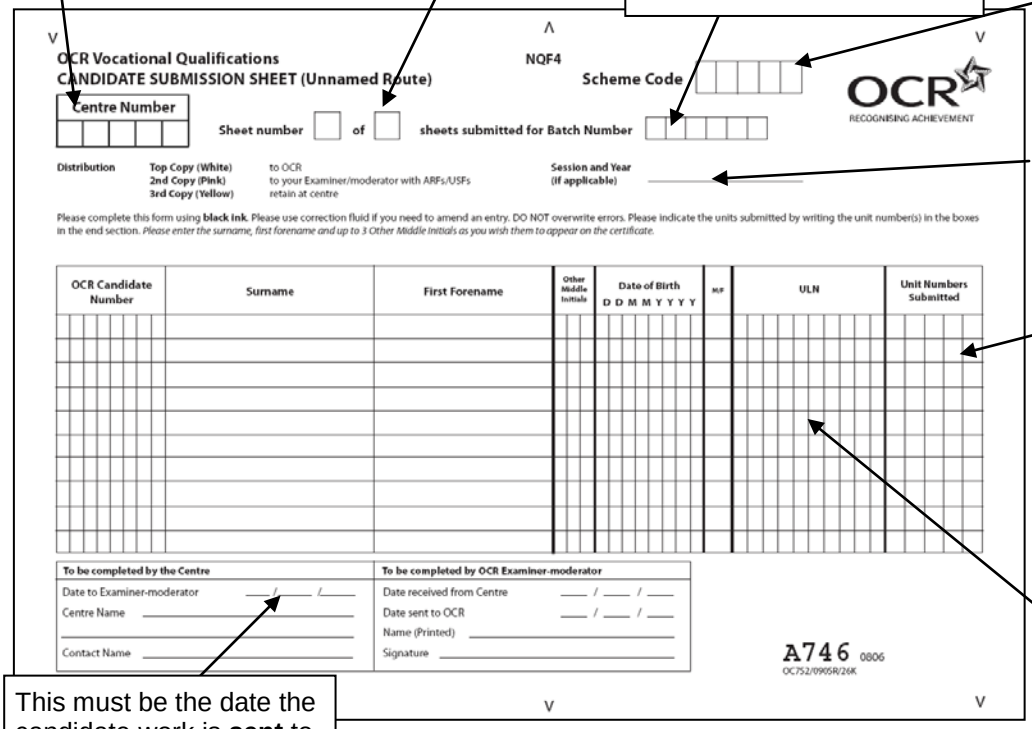
- **Named submission sheet** (NQF3) – This is a pre-printed form, showing centre details, candidate details and qualification details. To complete the form, place a tick in the box next to each unit being claimed. It is good practice to take a copy of this form.
- **Unnamed submission sheet** (NQF4) – This is a three-part form that needs to be completed in full by the centre. The details you provide on this form, as shown below, will be used to produce certificates for successful candidates, so it is essential that you check that the details you provide are complete and accurate. Any variation in candidates' details across units may result in full award certificates not being issued; pay particular attention to candidates' initials.

The centre number is issued when you are approved for OCR qualifications.

If there is more than one submission sheet, fill this in accordingly.

Batch Number
This is pre-printed at the top of each despatch notification sheet (NQF5) and must be transferred when you fill out both forms.

Scheme code
Fill in the entry code here.



OCR Vocational Qualifications
CANDIDATE SUBMISSION SHEET (Unnamed Route)

NQF4

Scheme Code

Centre Number

Sheet number of sheets submitted for Batch Number

Distribution
Top Copy (White) to OCR
2nd Copy (Pink) to your Examiner/moderator with ARFs/USFs
3rd Copy (Yellow) retain at centre

Session and Year (If applicable)

Please complete this form using **black ink**. Please use correction fluid if you need to amend an entry. DO NOT overwrite errors. Please indicate the units submitted by writing the unit number(s) in the boxes in the end section. *Please enter the surname, first forename and up to 3 Other Middle Initials as you wish them to appear on the certificate.*

OCR Candidate Number	Surname	First Forename	Other Middle Initials	Date of Birth D D M M Y Y Y Y	M/F	ULN	Unit Numbers Submitted

To be completed by the Centre	To be completed by OCR Examiner-moderator
Date to Examiner-moderator ___/___/___	Date received from Centre ___/___/___
Centre Name	Date sent to OCR ___/___/___
	Name (Printed)
Contact Name	Signature

A746 0806
OC752/0905R/26K

Fill in the year and series details of the paper, e.g. 2014/15.

Unit numbers
Indicate which units are being claimed. If nothing is entered here, certificates cannot be produced.

Fill in appropriate candidate details, including ULN if you have these for your candidates.

This must be the date the candidate work is **sent** to the examiner-moderator.

Despatch notification sheet (NQF5)

This is a three-part form, pre-printed with a unique 'batch' number on each, which is used to track each batch of candidates' work submitted to OCR. If, at any stage of the process, you wish to query anything with OCR, please ensure that you quote this number.

Each form is pre-printed with its own batch number, which must be transferred to the candidate submission sheet (NQF4) so that results can be tracked.

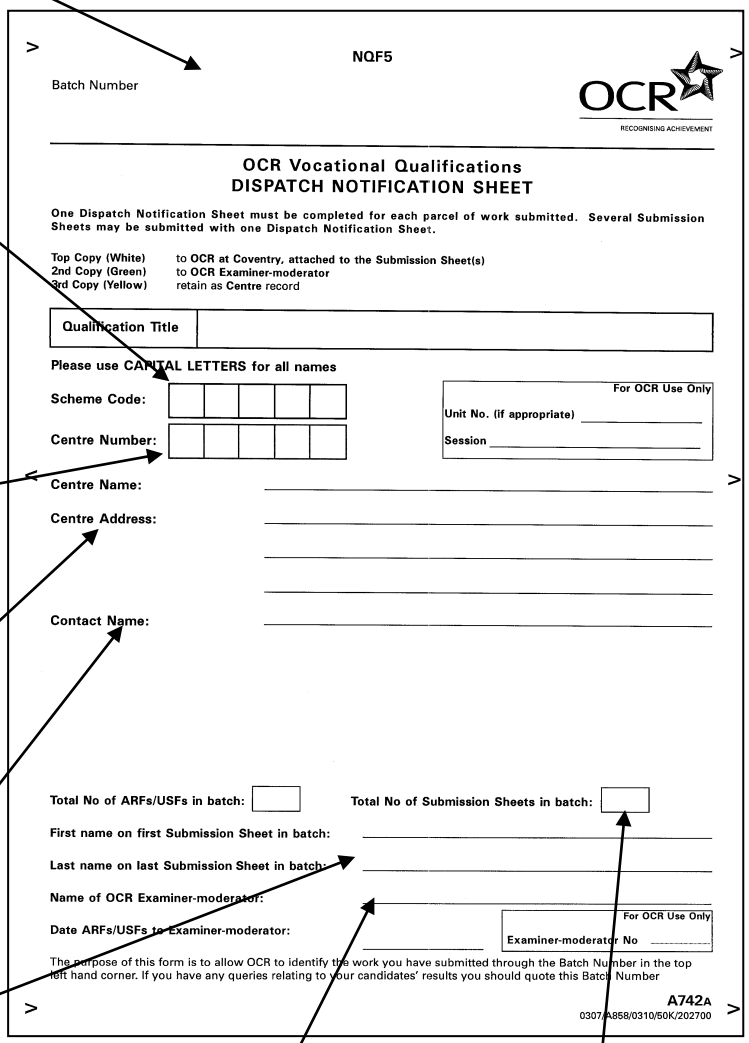
Qualification title and scheme code
Use one sheet per qualification submitted – give the title of the qualification.

The centre number is issued when you are approved for OCR qualifications.

Name and address details of your centre.

The centre contact is the person at your centre to whom queries can be directed.

Insert the information from the submission sheet.



NQF5

Batch Number

OCR
RECOGNISING ACHIEVEMENT

OCR Vocational Qualifications
DISPATCH NOTIFICATION SHEET

One Dispatch Notification Sheet must be completed for each parcel of work submitted. Several Submission Sheets may be submitted with one Dispatch Notification Sheet.

Top Copy (White) to OCR at Coventry, attached to the Submission Sheet(s)
2nd Copy (Green) to OCR Examiner-moderator
3rd Copy (Yellow) retain as Centre record

Qualification Title

Please use CAPITAL LETTERS for all names

Scheme Code:

Centre Number:

For OCR Use Only
Unit No. (if appropriate)
Session

Centre Name:

Centre Address:

Contact Name:

Total No of ARFs/USFs in batch:

Total No of Submission Sheets in batch:

First name on first Submission Sheet in batch:

Last name on last Submission Sheet in batch:

Name of OCR Examiner-moderator:

Date ARFs/USFs to Examiner-moderator:

For OCR Use Only
Examiner-moderator No

The purpose of this form is to allow OCR to identify the work you have submitted through the Batch Number in the top left hand corner. If you have any queries relating to your candidates' results you should quote this Batch Number

A742A
0307/A858/0310/50K/202700

Fill in the name of the OCR examiner-moderator to whom the scripts are being sent.

Insert the total number of submission sheets that you have used for this scheme code.

Despatch summary

The following table summarises where each item should be sent:

OCR	Examiner-moderator	Keep in centre
	Candidates' work	
	Unit submission folder/assessment record form	
Named candidate submission sheet (NQF3) or Top (white) copy of unnamed candidate submission sheet (NQF4)	Middle (pink) copy of unnamed candidate submission sheet (NQF4)	Bottom (yellow) copy of unnamed candidate submission sheet (NQF4)
Top (white) copy of despatch notification sheet (NQF5)	Middle (green) copy of despatch notification sheet (NQF5)	Bottom (yellow) copy of despatch notification sheet (NQF5)

6.8 Feedback reports

Once moderation is complete, the examiner-moderator will produce a centre feedback report for each batch of work submitted. This form is a multi-purpose document which is used to:

- Record the examiner-moderator's adjustments to the centre's assessment or administration
- Provide feedback to the centre on possible issues with the centre's assessment or administration.

To view the report, log in to Interchange, hover over 'Centre information' and then click on 'Examiner-moderator reports'.

If the examiner-moderator finds that the standard of centre assessment is not consistent enough to ensure that sample moderation will be successful, the claim will be withdrawn. The centre assessor will then be responsible for re-assessing the work before re-submitting the claim. Feedback reports are not available via Interchange for claims that have been withdrawn completely. However, OCR will email a copy of the report to the designated contact in the centre (usually the exams officer).

6.9 Reporting suspected malpractice

It is the responsibility of the Head of Centre (see Section 14.1) to report in writing all cases of suspected malpractice involving centre staff or candidates, A JCQ Report of Suspected Malpractice form (JCQ/M1), available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly and report the outcomes to OCR.

Further information is contained in the publication OCR *Malpractice Procedures – A Guide for Centres* available from the OCR website and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from the JCQ website.

7 Verified Assessment Arrangements

Key point

- Centres with direct claim status (DCS) can make claims in between external verifier visits.

The assessments within this section are centre-assessed qualifications, e.g. NVQs, which are externally verified by an OCR external verifier during a centre visit.

7.1 External verifier allocation and visits

For OCR's verified qualifications, an OCR external verifier will visit your centre twice a year. The external verifier samples candidate assessments and records to ensure that your centre's standards of assessment and internal quality assurance are accurate and consistent and that your centre meets the OCR Criteria for Verified Qualifications (NQF and QCF). They also confirm that the assessments are conducted by appropriately qualified and occupationally expert assessors and that OCR's standards are being consistently maintained.

Once you have made your entries (see Section 4), we will allocate an external verifier to your centre. The external verifier will contact you to plan and confirm arrangements for each visit. Note that if a planned visit needs to be changed at short notice, the verifier must be satisfied that there is a legitimate reason; otherwise, there may be a charge.

Please note that your verification visit cannot take place between 17 and 30 August 2015.

Visit fees

OCR requires at least 16 candidates to be entered per academic year to allow for the two required visits to be free of charge. Please note that charges may apply as follows:

Number of candidates	Visits
16 or more candidates	Two free visits
10–15 candidates	One free visit and one charged visit
0–9 candidates	Two charged visits

7.2 Centre assessment

When you have made your entries, you can carry out your assessment. Information about the assessment process for each qualification can be found in the centre handbooks. (Other materials may need to be downloaded from the OCR website or Interchange.)

Assessment is a cumulative process which, as long as the qualification is valid, has no time limit; however, centres may wish to set guidelines on the length of time available to candidates.

7.3 Evidence

Candidates must provide sufficient and valid evidence to prove that their competence meets the requirements of the qualification. This evidence can be:

- **Performance-based** – Evidence will come from a candidate carrying out workplace activities.
- **Knowledge-based** – Evidence may come from a candidate carrying out workplace activities or from the candidate answering the assessor's questions.

Portfolio of evidence

The way in which most candidates collect and organise their evidence is generally referred to as a **portfolio** of evidence. The portfolio usually contains copies of documentation and may be presented as hard or soft copy, or may be signposted to its original location within the candidate's workplace. You may also wish to use **e-portfolios**; there are a number of e-portfolio products you can use. More information is available at www.ocr.org.uk/eassessment.

Cumulative assessment record

The cumulative assessment record (CAR) is normally included in the candidate's portfolio. This is the candidate's record of the evidence that has been assessed and accepted as proof of competence by the internal assessor. The completion of the CAR is the responsibility of the candidate and the centre, and should be regularly updated. It may be viewed by the centre's internal quality assurance personnel and OCR external verifier for sampling purposes as part of the quality assurance process.

The CAR may be provided by OCR for use within a particular qualification (supplied on the basis of entries or available to download from the OCR website) or it may be designed by the centre and approved during the approval visit or by the OCR external verifier. If the CAR is designed by the centre, it must:

- Provide general and specific guidance on how it should be completed by the candidate
- Identify the qualification title and level and name OCR as the awarding body
- Summarise and record evidence on an element or unit basis
- Identify the achievement of each unit
- Ensure that all the requirements of the qualification have been met to show:
    - All the performance criteria have been met
    - There is evidence available for all the evidence requirement variables (where applicable)
    - All the knowledge criteria have been met
    - What the evidence is and where it can be found
    - The assessment method that is used.
- Make provision for signature against each element/unit by the candidate and the assessor, including the dates of the signatures and any countersignature, if necessary
- Allow assessors and candidates to provide a written declaration that the evidence is authentic and that the assessment was conducted under the specified conditions or context
- Make provision for signature, with date, by the internal verifier if the evidence has been included in any sampling of assessments by the internal verifier.

Centres wishing to use their own CAR should submit a copy at the time of the approval visit or, following centre approval, the CAR must be approved by the OCR external verifier. Any amendments must also be approved by the OCR external verifier. The centre must keep a record of when and by whom the document was approved for future reference.

Assessment records

A reliable system must be in place for recording assessment judgements and decisions. Assessment records are required for internal and external verification. They must be securely retained by the centre for a minimum of three years following candidate achievement of the qualification. Assessment records can be in any format but must show:

- Who assessed who, what, how and when
- The assessment decision
- The assessment method(s) used
- The location of the supporting evidence
- Feedback given and further action/assessment plans negotiated
- Regular monitoring of the candidate's progress
- The achievement(s) of the candidate.

Please refer to the relevant centre handbook for any additional requirements.

7.4 Making claims

Once your candidates have completed their portfolios and they have been assessed and internally quality assured, you can claim your unit or full awards.

Making online claims (verified qualifications on the QCF)

To make a claim for verified qualifications on the QCF, the process is the same as for remote assessments and you need to make a claim via Interchange. Please follow the instructions in Section 6.3.

Making paper claims (NVQs on the NQF)

Note that candidates must have been entered with OCR for at least ten weeks prior to their first full NVQ certification claim. (This does not apply to verified qualifications on the QCF.) If you do not have direct claim status (see Section 7.7), you should complete the following forms:

- **Certification record form** (CRF) – Complete one form per candidate (ensuring that they are signed and dated by the person responsible for the centre's internal quality assurance) before the relevant OCR external verifier visit. You must indicate if you wish to claim a full award. Previously claimed units from OCR will be shown with the letter 'A' (you must not add these to the section marked 'Units Achieved with Other Boards'). The external verifier signs and dates each form then submits them to OCR. If candidates have not completed their award, you will receive an updated CRF once you have made your claim.
- **Certification record summary** (UB99) – You must complete this with each batch of certification record forms. This form summarises the total number of units being claimed at any one time and OCR uses this form as the basis for preparing your invoice. The external

verifier will send the top two copies to OCR and you should keep the bottom (yellow) copy for your records.

7.5 External verification

Unless you have direct claim status (see Section 7.7), once the claims have been submitted, you will receive a letter requesting the candidate, assessor and internal verifier details. Once you have responded, your external verifier will select your sample and send you another letter which contains the sample details. You will need to ensure that this sample is prepared for the external verifier's visit.

During the quality assurance visit to your centre, the external verifier will verify that your centre has delivered the qualifications to the appropriate standards and meets the requirements of the OCR Criteria for Verified Qualifications (NQF and QCF). This document is available from the Centre Approval page of the OCR website.

Either during or within five working days of the visit, your external verifier will review and confirm or edit the claim as appropriate. They will then send it to OCR to process. If you made an online claim, you will get an email to say the claim has been sent to OCR and you can view the actual claims sent from the 'View claim history' menu (look for Finalised/Processed statuses). If you made a paper claim, you will be able to view the candidates' achievements on Interchange.

7.6 External verifier reports

After each visit, the external verifier will prepare a quality assurance report, which will be emailed to you as soon as it is available. You can also access all of your reports via Interchange: just hover over 'Centre information' and then click on 'External verifier reports'.

This report will provide details of any actions and/or recommendations made by the external verifier at the visit. If relevant, the report will also include any recommended sanctions imposed on your centre in line with the OCR Criteria for Verified Qualifications (NQF and QCF).

7.7 Direct claim status (DCS)

After delivering most verified qualifications for approximately 12 months, if a centre has consistently met all the required criteria and delivered high quality assessment, it may be eligible for **direct claim status**. This is when a centre can claim for identified qualifications in between their external verifier visits. Please see the OCR datasheet Direct Claims Status for QCF/NVQ Certification at www.ocr.org.uk/Images/140687-datasheet-direct-claim-status.pdf – information for QCF/NVQ centres available on the OCR website.

If your centre meets the required criteria, the external verifier may recommend your centre for direct claim status in their external quality assurance report. We will then send your centre a contract (DCS declaration form). Once you have submitted your claim (as described below), the external verifier will select a sample of candidates' work, which will be reviewed at their next visit. You should retain all portfolios claimed using your direct claim status until the next external quality assurance visit for those qualifications.

Verified qualifications on the QCF

For verified qualifications on the QCF, if you have direct claim status, you need to make a claim via Interchange. Please follow the instructions in Section 6.3.

NVQs on the NQF

There are two ways to make a claim if you have direct claim status:

- **Interchange** – Just log in to Interchange, hover over 'NVQ' and click 'Make NVQ claims' from the left-hand menu and then follow the on-screen instructions.
- **Paper forms** – Complete a certification record form and return this directly to OCR with a certification record summary.

7.8 Reporting suspected malpractice

It is the responsibility of the Head of Centre (see Section 14.1) to report in writing all cases of suspected malpractice involving centre staff or candidates to Risk and Compliance at OCR – compliance@ocr.org.uk.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly and report the outcomes to OCR.

Further information is contained in the publication OCR *Malpractice Procedures – A Guide for Centres* available from the OCR website and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from the JCQ website.

8 Visiting Moderation Arrangements

The following qualifications are examined and awarded by the relevant professional body, as detailed in the centre handbook, available to download from the qualification pages of the OCR website. You should confirm the achievement before claiming the OCR qualification. Proof of achievement will be moderated by OCR.

Entry Code	Qualification title	Qualification number
10352	OCR Level 4 Diploma in Business Accounting	601/0616/5
10354	OCR Level 4 Diploma in Accounting and Business	600/6059/1
10356	OCR Level 4 Diploma in Tax	600/6058/X

All of the units in each of the following Professional Services (QCF) qualifications are **centre assessed**.

Entry Code	Qualification title	Qualification number
10353	OCR Level 4 Diploma in Business Accounting Practice	601/0617/7
10355	OCR Level 4 Diploma in Audit Practice	600/6041/4
10357	OCR Level 4 Diploma in Tax Practice	600/5959/X
10358	OCR Level 4 Diploma in Management Consulting Practice	600/6040/2
10339	OCR Level 7 Diploma in Professional Services (Tax Practice)	600/8359/1
10338	OCR Level 7 Diploma in Professional Services (Audit and Accountancy Practice)	600/8360/8

This means that candidates' work is assessed and standardised by centre staff and then externally moderated by an OCR Visiting Moderator. Assessment and moderation can take place at any time. External moderation ensures that a centre's internal assessment of candidate work is reliable, fair and consistent with required standards (as specified in the relevant centre handbook).

8.1 Visiting Moderator allocation and visits

Once you have made your first entries (see Section 4), we will allocate a Visiting Moderator to your centre. We advise you to enter a few candidates as soon as possible to take full advantage of the guidance and support available from your OCR Visiting Moderator.

The OCR Visiting Moderator will contact you to provisionally agree mutually convenient dates for their visits. Approved centres are entitled to two free visits per subject area/sector per academic year. If required, centres may request additional moderation visits – any additional visits will be charged at the standard visit fee, as described in the OCR Fees List at www.ocr.org.uk/fees.

It is a good idea to arrange the first visit of the year as early as possible, especially when first approved for a qualification. This enables you to move forward with confidence towards final assessment and moderation.

Please note that your moderation visit cannot take place between 17 and 30 August 2015.

If required, centres may request additional moderation visits by contacting the Allocation team opsalloc@ocr.org.uk – any additional visits will be charged at the standard visit fee, as described in the OCR Fees List at www.ocr.org.uk/fees.

8.2 Centre assessment

Evidence

Candidates generate evidence which will be assessed against the learning outcomes and assessment criteria specified in each unit. Evidence must be generated through real work activities; simulation is not permitted.

Assessment

Candidates' evidence is then assessed by the centre's assessor(s) against the learning outcomes and assessment criteria within the unit specifications provided on the OCR website. An assessor may be a candidate's tutor or another person accountable to the centre for the assessment of evidence. Centres should ensure that candidates have regular planned contact with their tutor and/or assessor to enable cumulative assessment, feedback and review of progress. Accurate and effective records of assessment decisions must be kept by the centre.

Authentication

Assessors must be confident that the work they assess is the candidate's own. This does not mean that a candidate must be supervised throughout the completion of all work but the assessor must exercise sufficient supervision, or introduce sufficient checks, to be in a position to judge the authenticity of the candidate's work.

Each candidate must sign a declaration before submitting their work to the assessor, confirming the work is their own. Candidates will be required to complete an **Evidence Record Sheet** for each unit claimed. This form includes a candidate declaration and can be downloaded from the qualification pages on the OCR website. Assessors are required to declare that the work submitted for internal assessment is the candidate's own work. The form for each unit must be attached to the candidate's work and be available to the Visiting Moderator on their visit. Through this declaration, the centre confirms that they hold signed candidate declarations for all candidates who are submitted on the claim.

Internal standardisation

Once a candidate's work has been assessed, it must be internally standardised. It is essential that appropriate mechanisms are in place to carry out internal standardisation of assessment across all assessors. The centre handbook for each qualification explains the requirements for assessment and moderation, and the roles and responsibilities of the staff involved. You will need to submit records of internal standardisation to the Visiting Moderator when they visit. Assessment records are required for internal standardisation and external moderation. They must be securely retained by the centre for a minimum of three years following candidate achievement of the qualification (i.e. from the date of certification). Note that candidate work should be returned to candidates once certificates have been received and checked.

8.3 Making an online claim

When you are ready to submit candidates' work for external moderation, you should make a claim for each candidate; this must be done via Interchange. Additional information for making online claims, including a step-by-step guide, is provided on the OCR website at www.ocr.org.uk/interchange.

To allow Visiting Moderators time to select a sample of candidates' work for moderation, centres must ensure that the claim is made **at least two weeks** before the scheduled moderation visit.

You must only submit a claim when you are ready for the claim to be moderated and processed. If you have made entries but have not been contacted by your Visiting Moderator, please contact the OCR Customer Contact Centre (see Section 1.6).

To make a claim for qualifications with Visiting Moderation, the process is the same as for remote assessments for named entries; you need to make a claim via Interchange. Please follow the instructions in Section 6.3.

8.4 Sampling

Once the claims have been submitted via Interchange, your Visiting Moderator will receive an email telling them your claim is ready for sampling. When they have selected the sample, you will receive an email from Interchange telling you the sample is ready to view.

Viewing the sample request

To view the selected sample, hover over 'Certification claims' in the left-hand menu and click on 'View claim history' under the 'QCF claims' heading. Click on 'View' next to the claim that has been sampled (indicated by the 'Sampled' message in the Status column).

All the units/candidates that the moderator wishes to sample are indicated with a green tick. You must ensure that this work is available at the moderation visit.

8.5 Preparing for the moderation visit

You must ensure that:

- A quiet base room is available for the OCR Visiting Moderator in which all work to be sampled will be available and accessible, including facilities for accessing Interchange, moderating any electronic portfolios or replaying any audio and/or video recordings.
- All other centre-assessed and internally moderated work submitted for moderation is separately available and accessible as above.
- All centre assessment and internal standardisation records for all candidates entered for moderation are available.
- All Evidence Record Sheets (see Section 8.2) have been completed and signed by candidates.
- Opportunities are available (if required) for the Visiting Moderator to meet with the assessors and internal moderators involved in the assessment/moderation of candidates' work submitted for moderation. The presence of centre staff will not normally be required until the

Visiting Moderator is ready to discuss outcomes, although centres should ensure that the Visiting Moderator has sufficient support to deal with any queries during the visit.

Access to candidates is not required during the external moderation process.

8.6 The moderation visit

The OCR Visiting Moderator will moderate the requested samples and will decide whether the centre's assessment of candidates' work meets the agreed standards. Decisions will be made on the initial sample identified by the OCR Visiting Moderator combined with further samples, where necessary.

If the OCR Visiting Moderator agrees with the centre's assessment decisions, they will confirm the claims via Interchange for all of the candidates that were submitted for moderation. If the OCR Visiting Moderator disagrees with the centre's assessment decisions, they will provide you with feedback and amend the claims accordingly before submitting them to OCR.

Occasionally, you may decide to withdraw the work from this claim and resubmit at a later stage when further work has been completed. In this situation, the claim will be withdrawn by the Visiting Moderator and you must arrange for the work to be assessed and internally standardised before submitting for external moderation at your next moderation visit. If you prefer, you may request an additional moderation visit (although a visit fee may apply). You do not need to make new entries.

At the end of each moderation visit, the OCR Visiting Moderator will discuss the outcomes of their moderation with centre staff and agree any action required by the centre.

8.7 After the moderation visit

Your OCR Visiting Moderator will confirm or edit the claim as appropriate. They will then send it to OCR to process. You will get an email to say the claim has been sent to OCR and you can view the actual claims sent from the 'View claim history' menu in Interchange (look for Finalised/Processed statuses in the status column).

Interpreting claims

When you view the claims, they may be:

Confirmed

Withdrawn – An 'X' shows that the claim for that unit has been withdrawn.

Centre report

A centre report will be completed by the OCR Visiting Moderator and emailed to the centre within 48 hours of the visit. This report is designed to be supportive and will include comments on the accuracy of the centre's assessment, advice to the centre and action to be taken by the centre.

Retention of candidate work

Candidate work must be retained by the centre until after the units have been awarded or any claims or appeals processed. We will not consider any appeals if the work is not retained by the centre.

8.8 Reporting suspected malpractice

See Section 6.9 for the responsibilities of the Head of Centre in cases of suspected malpractice.

9 Examination Arrangements

This section provides the arrangements for the paper-based examinations within this *Guide*. These are exams or tests which take place on timetabled OCR-set dates, on dates scheduled by the centre within an OCR-set testing window, or on demand within the centre.

9.1 Timetabled and window-based test dates

Entry code	Qualification title	Test dates	
Professional Services (QCF)			
10331	**OCR Level 4 Certificate in Management Consulting**		
Unit 1	Understanding industry sectors and the drivers which impact them	9.30 am	19 Jan 2015 15 Jun 2015
Unit 2	Analysing financial statements and reports	9.30 am	20 Jan 2015 16 Jun 2015
Unit 3	Understanding the management consulting industry	11.00 am	19 Jan 2015 15 Jun 2015
Unit 4	Business Environment	9.30 am	21 Jan 2015 17 Jun 2015
Unit 5	Business environment, structure and governance	1.30 pm	19 Jan 2015 15 Jun 2015
Road Haulage and Passenger Transport			
OCR Level 3 Certificates of Professional Competence for Transport Managers			
Unit R1 (05680)	Certificate of Professional Competence (Road Haulage) (multiple choice)	10 am–12 pm	12 Sep 2014 5 Dec 2014 6 Mar 2015 12 Jun 2015
Unit P1 (05677)	Certificate of Professional Competence (Passenger Transport) (multiple choice)		
Unit R2 (05689)	Certificate of Professional Competence (Road Haulage) (case study)	1–3.15 pm	
Unit P2 (05678)	Certificate of Professional Competence (Passenger Transport) (case study)		
Text Processing (Business Professional)			
06972	Shorthand Speed Skills (Level 1)	6 Nov 2014	5 Mar 2015 / 21 May 2015
06997	Shorthand Speed Skills (Level 2)		
03936	Shorthand Speed Skills (Level 3)		
The following testing windows are available for each group of qualifications.*			
00003	Text Production (Screen Reader) (Entry Level 3)	26 Jan–1 May 2015 5 May–7 Aug 2015	
00004	Text Production (Screen Reader) (Level 1)		
00005	Text Production (Screen Reader) (Level 2)		
00007	Text Production (Screen Reader) (Level 3)		
06980	Legal Audio-Transcription (Level 2)		

Entry code	Qualification title	Test dates
06964	Text Production (Entry Level 3)	13 Oct–28 Nov 2014 26 Jan–1 May 2015 5 May–7 Aug 2015
06965	Speed Keying (Entry Level)	
06966	Text Production (Level 1)	
06968	Business Presentations (Level 1)	
06969	Computer Keyboard Skills (Level 1)	
06970	Legal Text Processing (Level 1)	
06971	Mailmerge (Level 1)	
06973	Speed Keying (Level 1)	
06974	Word Processing (Level 1)	
06975	Text Production (Level 2)	
06976	Audio-Transcription (Level 2)	
06977	Business Presentations (Level 2)	
06978	Document Presentation (Level 2)	
06994	Mailmerge (Level 2)	
06998	Speed Keying (Level 2)	
06999	Word Processing (Level 2)	
03932	Text Production (Level 3)	
03934	Document Presentation (Level 3)	
03937	Speed Keying (Level 3)	
03938	Word Processing (Level 3)	
06967	Audio-Transcription (Level 1)	26 Jan–20 Mar 2015 5 May–26 June 2015
06995	Medical Audio-Transcription (Level 2)	
06996	Medical Word Processing (Level 2)	
03933	Audio-Transcription (Level 3)	
03935	Legal Word Processing (Level 3)	
03945	Cynhyrchu Testun (Lefel 1)	26 Jan–20 Mar 2015
03947	Cynhyrchu Testun (Lefel 2)	
03949	Cynhyrchu Testun (Lefel 3)	
03946	Prosesu Geiriau (Lefel 1)	
03948	Prosesu Geiriau (Lefel 2)	
04606	Prosesu Geiriau (Lefel 3)	

* Some subjects that are on demand within a testing window, such as Text Processing, are dependent on an adequate volume of scripts being received by OCR for quality assurance purposes, and the issuing of results may take longer (please see Section 11.1).

9.2 Centre responsibilities

When offering OCR exams, centres must undertake certain responsibilities to ensure proper conduct. Please see the JCQ *Instructions for conducting examinations*. You should also read the qualification-specific instructions in the centre handbooks.

9.3 Assessment materials

Once you have made your test entries, assessment materials will be sent to you approximately ten days before the first examination date (see Section 9.1).

You must check the question paper packets and examination material (including material provided on CD-ROM) carefully as soon as you receive them. If you need to download resources (e.g. for the Text Processing (Business Professional) examinations), please make sure that you do this in plenty of time before your examination date. If there are any problems, please let us know by contacting the OCR Customer Contact Centre (see Section 1.6).

Certificates of Professional Competence materials

The CPC case study examination will no longer be preceded by a pre-release scenario (this was previously added to the OCR website three weeks before the examination date to allow candidates to prepare). Instead, a shorter, more relevant scenario will be issued with the question papers at the start of the two-hour-fifteen-minute examination. This shorter case study will contain no distractions and will only contain information which will enable the candidate to demonstrate application of the knowledge they have acquired.

Candidates may not take into any examination notes or texts in any electronic format, or any electronic device (including iPads, e-readers, smart or mobile phones or laptops). Candidates may use a battery-operated non-programmable calculator.

For case study examinations, candidates may take any printed or handwritten notes or books of their choice in to the examination. However, candidates may **not** share or exchange any materials during the examination.

For multiple choice and legacy international examinations, candidates are not permitted to take any written material in to the examination.

Candidates:

- **Must** be given notice of the arrangements for the examinations at least one week in advance
- **Must** be briefed before the examination date on examination procedures
- May be given, in advance, the centre number and their individual centre candidate number.

For further details, please refer to the OCR *Instructions to invigilators* available from the CPC qualification pages of the OCR website.

9.4 Material security

Assessment material is highly confidential and it is the personal responsibility of the Head of Centre to see that security is maintained (see the JCQ *Instructions for conducting examinations* for details).

If examinations are held over a specified period, completed scripts must be locked away until it is time to despatch them to the examiner. Question papers cannot be released to candidates or teaching staff until after the last possible examination date.

In some qualifications, the examination paper is constructed from ‘banked items’; this is the case for all OCR vocational multiple-choice tests and the units of the Text Processing (Business Professional) suite. In these cases, the question papers must be retrieved after the examination and either destroyed or returned to OCR. They must not be retained for practice purposes.

For tests which can be taken at any time on any day of the year, the Head of Centre must take all reasonable steps to ensure there is no possibility of collusion between candidates taking tests at different times.

9.5 Examination equipment

The Head of Centre is responsible for ensuring candidates have or are provided with any equipment required to take the test, as well as for taking all reasonable steps to prevent candidates from having access to any unauthorised equipment or resources.

Candidates should only have access to items specified on the front page of the test paper, and must not have access to anything that could compromise the integrity of the test.

Manuals

For examinations involving the use of equipment, centre-prepared or manufacturers' manuals may be used during the examination. However, any centre-prepared manual must not jeopardise the integrity of the candidate's achievement. Please see the relevant qualification documentation for more details.

Warm-up material

OCR does not provide warm-up material; however, centres may provide this before the start of any exam requiring the use of typewriters, word processors or computers, to allow candidates to familiarise themselves with the equipment. All such material must be collected before the start of the examination.

Equipment failure

In all cases of equipment failure, a detailed note of the problem and any loss of time resulting from it should be made on the front cover of the unit submission folder/assessment record folder or answer book and noted on the invigilation certificate.

If part of a candidate's work is affected by a machine defect or breakdown, invigilators must allow appropriate time at the end of the examination for the time lost. This does not include work lost through the candidate's failure to operate the system correctly.

If there is a serious breakdown (e.g. where all or nearly all of a candidate's work is lost because of equipment failure), the candidate may make a completely fresh start after a short break only.
A full note of all the circumstances must be sent to OCR, and copied to the examiner. If this is not possible because of the nature of the emergency, the exams officer must contact OCR as soon as possible.

If a single typewriter or computer fails during the examination, the candidate should be moved to another machine and the invigilator must allow appropriate time at the end of the examination to compensate for any time lost.

Computer files

Centres should deal with computer files in one of the following ways:

- Delete all files immediately after the examination.

- Retain the files in a secure area with no candidate access until the end of the examination window.
- Retain the files in a secure area with no candidate access until results are issued. This method means that duplicate copies can be produced if the originals are lost in the post, and may also be useful in determining the originator of work where malpractice is suspected (see Section 9.9).

9.6 Identity of candidates

Centres must verify the identity of candidates taking OCR examinations and must be satisfied that the candidate actually taking the examination is the one whose name will be submitted to OCR.

For Certificates of Professional Competence, each candidate must complete a Candidate Identification form prior to the examinations, available on the qualification pages on the OCR website. The new regulations state that CPC holders must have a CPC certificate which displays their place of birth. The Candidate Identification Form has therefore been updated to include centre number, candidate number and place of birth. Please attach a signed photograph to every form and send to OCR a **copy** of the form and photograph prior to the examination, for each examination sat, either emailing a scanned copy to cpc.entries@ocr.org.uk or by fax to 02476 471205. The original form must be retained in the centre for at least one year from the date of the last examination sat.

9.7 Invigilator arrangements

The exams officer is responsible for ensuring that invigilators know what equipment is permitted in each examination and that candidates take into the examination room only that which is allowed. They should be familiar with the JCQ *Instructions for conducting examinations*.

For Certificates of Professional Competence, please also refer to the OCR *Instructions to invigilators* available from the CPC qualification pages of the OCR website.

9.8 Printing arrangements

For some examinations or tasks, the printing may be carried out by either the candidate, the tutor or another person appointed by the exams officer. (Invigilators should note that some examinations require the candidate to do their own printing as part of the assessment.)

It is vital that the candidate's name and centre number are keyed in, preferably in a footer, on each page of the assessment response to ensure that its originator is correctly identified once the document is printed. Particular care should be taken to authenticate work which has been printed from a common printer.

Printing after the exam session

Printing may be carried out both during and after the exam session. However, centres may decide that it is fairer to candidates if all printing is carried out after the session. In this case, all question papers must be collected before printing starts. All printing must be closely supervised and no changes may be made to the documents prepared other than lines of ruling and insertion of characters not available on the keyboard or printer.

9.9 Reporting suspected malpractice

The Head of Centre (see Section 14.1) must report all cases of suspected malpractice in connection with the examination, including by invigilators, as soon as possible to OCR. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk. When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to OCR.

If candidates commit malpractice, OCR may decide to penalise or disqualify them. For more details, please see the JCQ *Suspected Malpractice in Examinations and Assessments* which is available from the JCQ website and the OCR *Malpractice Procedures – A Guide for Centres* available from the OCR website.

9.10 Submitting tests for marking

For **timetabled** examinations, candidate scripts must be posted to the approved examiner for that particular examination immediately after the session.

Where examinations can be conducted during an **examination window**, it is important that completed work is sent to the examiner-moderator for marking as soon as each examination has finished. Do not wait until the window has ended to send a collation of candidates' work, as this may delay the release of all your results.

Responsibility for the candidates' work remains with the centre until it is received by the examiner. Work should be sent by a traceable method.

Please note that the online attendance list must be submitted via Interchange after the test; otherwise marking will be delayed.

Certificates of Professional Competence

For Certificates of Professional Competence, you should send:

- Completed question papers
- Unused question papers
- Copies of Candidate Identification Forms
- Invigilation certificates.

Text Processing (Business Professional)

Similarly to postally moderated units (see Section 6.7), you should return the following, remembering not to mix the scripts from different units within each batch that you return:

- **Candidates' scripts**
- **Invigilation certificates**
- **Unit submission folder** (USF) – These must be used to submit work for only one unit.
- **Unnamed candidate submission sheet** (NQF4) – This is a three-part form that needs to be completed in full by the centre. The details you provide on this form will be used to produce certificates for successful candidates, so it is essential that you check that the details you

provide are complete and accurate. Any variation in candidates' details across units may result in full award certificates not being issued; pay particular attention to candidates' initials. Do not write in the 'Units submitted' column.

  - Return the top (white) copy to OCR
  - Send the middle (pink) copy to the appointed examiner-moderator
  - Keep the bottom (yellow) copy.

- **Despatch notification sheet** (NQF5) – This is a three-part form, pre-printed with a unique 'batch' number on each, which is used to track each batch of candidates' work submitted to OCR. If, at any stage of the process, you wish to query anything with OCR, please ensure that you quote this number. You should:

  - Return the top (white) copy to OCR
  - Send the middle (green) copy to your examiner-moderator
  - Keep the bottom (yellow) copy for your records.

If you wish to use Text Processing examined units towards other qualifications such as Administration (Business Professional), you do not need to add them to your claim for that qualification. Please send candidates' scripts to the Text Processing examiner as usual and, as long as the candidate details match and the candidate successfully achieves the Text Processing unit, this will automatically be added to the full qualification award.

10 e-Test Assessment Arrangements

Key point

- You only need to enter candidates within the computer-based test system; you do not need to make separate candidate entries for e-tests via Interchange.

10.1 About e-tests

e-Tests are computer-based exams or tests which take place on demand or on dates scheduled by the centre within an OCR-set testing window. OCR offers on-demand, on-screen tests for the following qualifications/units within this guide:

- Digital Literacy Entry Level Award
- Principles of Business and Administration Levels 2 and 3 Certificates
- Retail Knowledge Levels 2 and 3 Award and Certificate
- OCR Level 3 Certificate of Professional Competence (Passenger Transport) (multiple choice)
- OCR Level 3 Certificate of Professional Competence (Road Haulage) (multiple choice)

Test sessions can be run at any time to suit the needs of the centre and candidate. Results are instantaneous and a diagnostic report is provided with item-level feedback on each candidate's performance.

The computer-based test system

The computer-based test system comprises two parts: e-testing software to be installed at your centre and an online administration website:

- **SecureClient software** – This is the test software used by candidates to sit their test which needs to be installed on all computers to be used for testing. The installation follows a step-by-step wizard-driven process and the installer can be downloaded from https://ocr.secureassess.btlsurpass.co.uk/secureclient_installer.htm. A guide outlining the minimum system requirements and an installation guide, with instructions on how to test your installation, is available on the OCR website. There is no fee for using the computer-based test system.
- **SecureAssess administration website** – This is where you carry out all of your administration including adding candidates, scheduling tests, monitoring test sittings and viewing results. Depending on the qualification, you will automatically receive your login details for SecureAssess upon approval or e-test sign-up. The SecureAssess administration website is available at https://ocr.secureassess.btlsurpass.co.uk.

Test availability

Depending on the specific qualification, the tests are available either:

- **On-demand** – Where test sessions can be run at any time to suit the needs of the centre and candidate. Results are instantaneous and a diagnostic report is provided with item-level feedback on each candidate's performance.

- **Testing window** – Where test sessions can only be run between set dates (see below). Results are issued on specific results issue dates (see Section 11.1) together with a diagnostic report and item level feedback on each candidate's performance.

Entry code	Qualification title	Test dates	
10390	**OCR Level 2 Award in Business Banking**		
Unit 1	Understanding the principles of business banking	19-23 January 2015	18-22 May 2015

10.2 Signing up for e-testing

For qualifications where e-testing is the only assessment option, access to the computer-based test system is available upon successful centre approval. Currently this applies to:

- Digital Literacy Entry Level Award
- OCR Level 2 Award in Business Banking
- Principles of Business and Administration Levels 2 and 3 Certificate
- Retail Knowledge Levels 2 and 3 Award and Certificate.

For qualifications for which e-testing is an additional assessment option, you need to provide the information requested on the 'Sign up for e-Tests' page of the OCR website. Go to www.ocr.org.uk/eassessment and click on 'E-testing' and then 'Sign up for e-tests'. Currently, this applies to all of the other qualifications listed in Section 10.1.

In both cases, we will send you login details for the SecureAssess administration website (https://ocr.secureassess.btlsurpass.co.uk). This is where you carry out all of your administration including adding candidates, scheduling tests, monitoring test sittings and viewing results. We will also send you information on the minimum system requirements, where to download the SecureClient software installer and a link to the software installation guide.

OCR installation task

Once you have installed the SecureClient software and have access to the SecureAssess administration website, you must complete an installation test on each test computer with SecureClient installed. This will confirm the software has been installed correctly and ensure that you understand the end-to-end process before you schedule any live tests.

During this process you will:

- Enter a dummy candidate
- Schedule an installation test for the dummy candidate
- Sit the installation test
- Be able to view the dummy candidate's result for the installation test.

For further details, please see the SecureClient Install Guide, which can be downloaded from the e-testing pages of the OCR website.

10.3 Practice e-tests

Practice tests, which have been designed to replicate the live testing experience for the candidate, are provided free of charge by OCR. These practice tests are available for all qualifications with an e-testing assessment option.

If you did not install the SecureClient software and complete the installation test yourself, and you plan to administer the e-tests in your centre, please ensure that you are familiar with how the system operates before attempting any live e-tests. The practice tests can be used for this purpose.

The practice tests for the following qualifications/units are available to be scheduled within the SecureAssess administration website. They are allocated to a centre when access is given to computer-based test system (see Section 10.2).

- Principles of Business and Administration Levels 2 and 3 Certificates
- Retail Knowledge Levels 2 and 3 Award and Certificate
- OCR Level 3 Certificate of Professional Competence (Passenger Transport) (multiple choice)
- OCR Level 3 Certificate of Professional Competence (Road Haulage) (multiple choice)
- OCR Level 2 Award in Business Banking

They use the same process as the live tests so can only be accessed by candidates whilst at the centre. This means that the centre requires access to the SecureAssess administration website and has to install the SecureClient software.

The practice tests are scheduled and run in the same way as live tests. They allow candidates to become familiar with the test environment, the types of questions they are likely to encounter in a live test and how to navigate the test from start to finish. They can also be used by centre staff to become more familiar with their administration before moving onto live tests.

The results from the practice tests are instantaneous and a diagnostic report is provided on each candidate's performance.

Under no circumstances should live assessments be used for practice purposes; this will be treated as malpractice by OCR.

For the Digital Literacy Entry Level Award, practice tests are available online from the Microsoft Digital Literacy Curriculum website (www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/digitalliteracy/default.mspx). These tests can be accessed at any time by candidates at home or whilst at the centre. The percentage score is displayed at the end of the test along with the result.

10.4 Entering for e-tests

Once your centre has access to the SecureAssess administration website (see Section 10.2) you can enter your candidates within the computer-based test system. They can be added one at a time or in bulk using a CSV file upload.

Adding a single candidate

Once you have logged into SecureAssess click on the ‘Candidates’ tab and then the ‘Create Candidate’ button which opens the Create Candidate screen. You should then enter the following details for a single candidate:

- *Username – You must tick the ‘Auto Generate’ check box.
- *First Name
- Middle Name
- *Last Name
- *Date of Birth
- *Candidate No. – You must tick the ‘Auto Generate’ check box.
- ULN
- Gender
- *Associated Qualifications – Please tick all the tests the candidate can be entered for.
- *Associated Centres – Please tick the box next to your centre.
- Contact Details
- Reasonable Adjustments.

*These fields are mandatory and must be completed. The remaining fields are optional.

Adding multiple candidates

If you want to add many candidates at once, this can be done by uploading a CSV file.

Once you have logged into SecureAssess, click on the ‘Candidates’ tab and then the ‘Upload Candidates’ button which opens the Upload Candidates screen.

Next, click on the ‘Download Sample CSV’ button to download a sample CSV file which you can save locally and update with details of your candidates. The fields in the CSV file that you need to complete are as above; however, there is no ‘Username’ as this is system generated. Also, *SCN is the candidate number which, although starred, **must** be left blank as it will also be system generated. Populate the CSV file for all of the candidates to be added and save the CSV file locally.

Return to the Upload Candidates screen, browse to and select the CSV file saved locally. Then select the ‘Associated Qualifications’ that the candidates can be entered for. It is recommended that candidates are associated with all of the live and practice qualifications at this time as, once the candidates have been created, additional qualifications can only be added candidate by candidate. Click the ‘Upload’ button to upload the CSV file and create the candidates associated with the qualifications selected.

10.5 Scheduling e-tests

Once you have logged into SecureAssess, click on the ‘Test Schedules’ tab and then the ‘Create Test’ button which opens the Schedule Exam Wizard screen. This wizard will take you through the following steps where you can add the information required as follows:

- Select the centre
- Select the qualification and test
- Set a date and time within which the test can be taken
- Select the candidates that you want to schedule the test for
- Click through the delivery step unless you require the candidates to enter a pin to access their test in addition to a keycode. In this case, tick the Schedule for Invigilate option. Note the default is to leave the Schedule for Invigilate option un-ticked, in which case, the candidates will only need to enter a keycode to start their test.
- The information in the review screen shows what has been scheduled. Check this is correct and either click the 'Finish' button to save the schedule or go back to amend it.

When the schedule has been saved, it will create an entry in the 'Test Schedules' tab. The schedule will initially be editable but will become 'locked' 24 hours before the start date when a keycode will be created for each candidate's test. Whilst the schedule is still editable, it is possible to add or remove candidates from the sitting. On the start date of the sitting, the keycodes will be 'ready' to use and can be seen within the 'Invigilation' tab from where keycode slips can be printed if required.

Scheduling on-demand tests

For qualifications that are available on-demand, a test can be scheduled at any time and will be valid as follows. The test sitting can be scheduled for any point during this period to suit the needs of the centre and candidate.

Qualification	Keycode valid
Digital Literacy Entry Level Award *	6 weeks
Principles of Business and Administration Levels 2 and 3 Certificates *	
Retail Knowledge Levels 2 and 3 Award and Certificate **	4 weeks
OCR Level 3 Certificates of Professional Competence ***	1 week

* Tests will be allocated to centres and can be scheduled for up to six weeks, depending on when they are created.

** Tests will be allocated to centres monthly and can be scheduled for up to four weeks, depending on when they are created.

*** Tests will be allocated to centres weekly, so tests can be scheduled for up to one week, depending on when they are created.

The process of scheduling is the same for live and practice tests.

Scheduling tests for a testing window

For qualifications that are available in a testing window, a test can only be scheduled once the live test for the specific qualification has been allocated to your centre. Live tests will be allocated approximately one week before the start date of the testing window.

The test sitting can be scheduled for any point during the testing window to suit the needs of the centre and candidate.

Scheduling resits

Candidates who do not pass their e-test can retake a test; however, current guidance suggests:

- **For qualifications that are available on-demand** - that resits should not be scheduled until at least one week after a failed attempt in order to allow learners time to prepare adequately. The diagnostic report available in the SecureAssess administration website provides feedback on each candidate's performance which can be used to identify areas of the specification that may require extra tuition.
- **For qualifications that are available in a testing window –** that resits should not be scheduled until the next available testing window after a failed attempt.

10.6 e-Test fees

Details of the e-test fees are provided in the OCR Fees List, which is available on the OCR website. You will be charged for each live test taken. The invoice will be sent once the result has been processed by OCR.

10.7 Preparing candidates for e-tests

All candidates should be given as many opportunities as possible to access the e-test practice tests (see Section 10.3). These are intended to familiarise candidates with the test environment, the types of questions they are likely to encounter in a live test and how to navigate the test from start to finish.

Candidates should understand:

- How to set colour preferences (if required)
- How to enter a keycode (and pin if required) to start the test
- How to navigate using 'Next' or 'Back'
- How to navigate using the buttons on the left-hand navigation bar
- How to answer multiple choice questions
- Where to see the countdown of time remaining
- That they can change their answers within the allocated time
- That they can flag questions that they can return to later
- How to finish the test
- What happens when the test ends.

10.8 Conducting e-tests

When offering OCR e-tests, centres must undertake certain responsibilities to ensure the proper conduct of examinations. Please see the JCQ *Instructions for conducting examinations*. This includes instructions for conducting on-screen tests, which should be read in conjunction with the instructions below.

Before each test sitting, and for the duration of the test sitting, you must ensure that no other applications (e.g. Word, Excel, etc.) are open on the testing machines and candidates must not attempt to access other applications.

Rough note paper is permitted on the candidate's desk. This must not be removed from the test room and should be collected in at the end of the test by the invigilator/test administrator.

At the start of each test sitting, the invigilator/test administrator is required to read to the candidates the generic instructions below. A copy of these instructions should be available to all invigilators/test administrators in each test room.

Suggested wording for announcement at the beginning of an e-test

You must now follow the regulations of the examination.

There is no time limit for completing a Digital Literacy test.

Business Banking will last 60 minutes.

Principles of Business and Administration will last 30, 40 or 45 minutes depending on the unit and consist of 20, 25 or 30 questions respectively.

Retail Knowledge tests will last 30, 40 or 45 minutes depending on the unit and consist of 20, 25 or 30 questions respectively.

Select as appropriate

Certificates of Professional Competence tests will last 2 hours.

Dictionaries **are not** permitted in Digital Literacy and Business Banking tests.

Calculators **are not** permitted in Digital Literacy and Business Banking tests.

Bilingual dictionaries **are** permitted in ICT tests.

Bilingual dictionaries **are not** permitted in Digital Literacy and Business Banking tests.

The only other material you may have on your desk (apart from your computer) is some rough working paper and a pencil or pen.

Select as appropriate

Check now in your pockets that you do not have on you any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, reading pens, instruments which can capture a digital image and electronic communication or storage devices – including iPods or mobile phones.

If you are found to have any unauthorised item with you, **even if you did not intend to use it**, this will be reported to OCR. The normal practice in these circumstances is to award zero marks for the examination, and you could be disqualified from all of your examination subjects.

If you have any unauthorised items in your possession, you must hand them in to an invigilator now. **This is your last opportunity to hand in unauthorised items, including mobile phones, without penalty.**

Check that your chair is comfortably positioned – adjust it if necessary.

Check that your computer is appropriately positioned so that you can see the screen clearly.

You may not communicate in any way with another candidate. You may not give help to another candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.

In the unlikely event of the fire alarm going off, please stay seated and wait for instructions from the invigilator.

To launch your test, start the SecureClient software: Start | Programs | SecureAssess Central – SecureClient OCR | OCR SecureClient Central

Enter your keycode and click the OK button.

Check your details and check that the title of the test is the one you are expecting to complete today, before clicking the Confirm button.

Read the on-screen instructions and click the Start Test button to proceed.

The test will begin and the clock will start.

Answer as many questions as you can in any order you wish.

Fifteen and five minutes before the end of the test, you will see a warning advising you of the time you have left.

If you complete the test before the time runs out, make sure you use the navigation buttons to check that you have answered as many questions as you can.

If you do not complete the test before the time runs out, the answers to all the questions you have answered will be saved and will still be marked.

Make sure you hand in any rough working paper to your invigilator before you leave the room.

10.9 Security and reporting suspected malpractice

Each time test responses are uploaded to OCR, you are guaranteeing and confirming that OCR's test invigilation requirements have been observed.

Your Head of Centre will be held accountable for any breach of invigilation requirements.

In the event of any suspicion of malpractice, you must notify OCR immediately in writing. You must send such notifications to etest@ocr.org.uk. You should title your email '[Qualification name] Malpractice Notification' as the subject, inserting the qualification name where indicated.

In the event of any suspicion of a breach in test security, you must notify OCR immediately in writing. You must send such notifications to etest@ocr.org.uk. You should title your email '[Qualification name] Security Breach' as the subject, inserting the qualification name where indicated.

10.10 Claiming units from other awarding bodies

If you would like to claim e-test units for QCF qualifications that have been achieved with other awarding bodies, please contact OCR Operations at opsvrqteam@ocr.org.uk. You will be asked to provide proof of achievement before your claim can be processed.

11 Results and Certification

11.1 When will results and/or certificates be issued?

Remote assessments

For these assessments, you should expect to receive your certificates 21 working days after submitting your work to the examiner-moderator.

Some subjects that are on demand within a testing window, such as Text Processing, are dependent on an adequate volume of scripts being received by OCR for quality assurance purposes, and the issuing of results may take longer.

Verified assessments

For qualifications which are externally verified, you should expect to receive your certificates six to ten working days after the claim has been finalised by the external verifier.

Paper-based examinations

Results and certificates for paper-based assessments will be issued on the following dates:

Qualification	Test month	Date
Certificate in Management Consulting	January	6 March 2015
	June	31 July 2015
Certificate of Professional Competence (Road Haulage) – Unit R1 (multiple choice) Certificate of Professional Competence (Passenger Transport) – Unit P1 (multiple choice)	September	3 October 2014
	December	9 January 2015
	March	27 March 2015
	June	17 July 2015
Certificate of Professional Competence (Road Haulage) – Unit R2 (case study) Certificate of Professional Competence (Passenger Transport) – Unit P2 (case study)	September	24 October 2014
	December	23 January 2015
	March	17 April 2015
	June	17 July 2015
Text Processing (Business Professional) Shorthand Speed Skills units*	November	9 January 2015
	March	23 April 2015
	May	10 July 2015

*See ‘Remote assessments’ above for other Text Processing units.

e-Tests

e-Test provisional results for all qualifications, with the exception of Retail Knowledge Level 3 and Business Banking e-tests, are available from the SecureAssess administration website as soon as the tests have been completed. For Retail Knowledge Level 3 e-tests provisional results are available three weeks into the following month. For Business Banking e-tests provisional results are available on the following dates:

Qualification	Test month	Date
OCR Level 2 Award in Business Banking	January	11 February 2015
	May	10 June 2015

Certificates for e-tests will be issued approximately ten working days after uploading the test responses. Certificates for Retail Knowledge Level 3 e-tests will be issued three weeks into the following month after uploading the test responses. Certificates for e-tests that take place in a testing window will be issued as follows:

Qualification	Test month	Date
OCR Level 2 Award in Business Banking	January	13 February 2015
	May	12 June 2015

11.2 What will centres receive?

Despatches will normally include the items in the following table. In addition, a centre feedback report will be provided for remotely assessed qualifications (see Section 6) and results slips will be provided for examinations – e-test reports are available to print at the time of the test from the SecureAssess administration website.

Item	Notes
Control report	This lists all results (including units achieved and failed) or units submitted.
Unit certificates	For successful candidates.
Full award certificates	Once candidates have completed the required number of units or sufficient credits for a qualification, the centre will be sent a full award certificate.

For Certificates of Professional Competence, in addition to unit and full qualification certificates, we will produce an EC certificate showing the candidate's place of birth, as given on the Candidate Identification Form (see Section 9.6). Candidates will need to present this certificate for Operator Licensing purposes.

11.3 Certificates

What appears on the certificate?

Certificates are issued in the candidate's name at the time the award is made. Centres are advised to enter candidates in their legal name which can be supported by appropriate documentation, e.g. birth certificate. Replacements will not be provided to accommodate a subsequent change of name (including a change by deed poll).

A Qualification Number is printed where the specification has been accredited by the regulators of external qualifications in England, Wales and Northern Ireland.

Certificate conditions of issue

A certificate is and remains the property of OCR and is issued on the following conditions:

- A certificate must be returned upon OCR's request. OCR reserves the right to replace certificates if necessary.
- It is the responsibility of the centre to forward certificates to its candidates. Certificates may be handed to the candidates, and centres should obtain proof of identity and signatures confirming receipt. Alternatively, certificates may be posted to candidates by a traceable method, e.g. **Recorded Signed For™**, at the centre's discretion and responsibility.
- Any alteration or defacement of a certificate renders it invalid and may result in its withdrawal.
- Centres must retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue.
- Centres can destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed confidentially. Centres that are unable to do this may return them to the Results Team, OCR, 1 Hills Road, Cambridge CB1 2EU. A record of certificates that have been destroyed should be retained in the centre for four years from their date of destruction.

11.4 Replacement certificates

For vocational qualifications, OCR can provide a replacement certificate in the cases described below. Please note that, where the original certificate is not returned to us, the replacement will be marked as a 'Duplicate Certificate.'

Lost certificates

Centres should formally make the request in writing using the request form on the OCR website. Candidates should use the application form which can be downloaded from the 'Learners and parents' area of the OCR website. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List. Applications and letters should be sent to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

Damaged certificates

Centres or candidates may apply for replacements for damaged certificates. The request must be made in writing to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU, and accompanied by the original certificate(s). If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

Requests for name corrections

Although it is not possible to change names on certificates (see Section 11.3), requests to correct spelling mistakes can be made by the centre or the candidate. The request must be made in writing to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU, and accompanied by the original certificate(s), highlighting the change required. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

12 Post-Results Services

This section applies to all the qualifications within this guide.

12.1 Missing or incomplete results

If a candidate's work was submitted, but no certificate is received or the certificate accredits different units from those expected, you should check the centre feedback report (either hard copy or via Interchange). If there is no reference to the amendment of awards, you should check the centre copy of the candidate submission sheet (if applicable) or Interchange to see if the correct units have been indicated for the candidate(s) concerned. If incorrect units are shown, please contact the OCR Customer Contact Centre (see Section 1.6).

12.2 Enquiries about results

Available services

- **Clerical re-check** – This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:
  - That all parts of the script have been marked
  - The totalling of marks
  - The recording of marks
  - The application of any adjustments
  - The application of any grade thresholds
  - The application of any special consideration, where applicable – please indicate on your application if special consideration was requested at the time of the examination.
- **Post-results review without report (for an individual candidate)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This service will include:
  - The clerical re-checks detailed above
  - A review of marking as described above.
- **Post-results review with report (for an individual candidate)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This service will include:
  - The clerical re-checks detailed above
  - A review of marking as described above
  - A report by the Chief Examiner – This will be an individual report detailing the candidate's performance.
- **Post-results review with report (for a group of candidates)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly, for a

group of candidates (a minimum of five candidates and no more than 15 candidates per examination). The service is available for both on-demand and timetabled specifications. This service will include:

  - The clerical re-checks detailed above
  - A review of marking as described above
  - A report by the Chief Examiner – This will be a group report, which will not refer to specific candidates but will report on the group as a whole.

- **Post-results review of moderation** – The original moderation is reviewed to ensure that the required assessment criteria have been fairly, reliably and consistently applied. This service should only be used when the centre disagrees with the moderator's comments. In all other cases, improvements should be agreed between the centre and the moderator and the work should be resubmitted at the next visit.

  It is not possible for a centre to make this type of enquiry for individual candidates as a review of moderation will affect the results of all candidates that were put forward for external moderation at the same time, and whose claims were submitted in the same batch.

  The review of moderation will be carried out either by post or through a further visit, depending on the quantity of candidates' work involved in the enquiry. If a further visit is required, the centre will be contacted by the moderator to arrange a convenient date for a review of moderation to be carried out.

Submitting enquiries about results

All enquiries about results must be submitted within three months of the receipt of results.

Before submitting a request, it is good practice for centres to obtain consent for clerical checks and post-results reviews of marking since, with these services, candidates' marks and subject grades may be lowered.

Enquiries about results should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay any fees applicable should the enquiry be unsuccessful.

Acknowledgements and outcomes

The outcome of each enquiry will be confirmed by email. You should expect to receive an outcome as follows:

- **Clerical re-check** – Within 20 days of OCR receiving the request.
- **Post-results review without report** – Within four to six weeks of OCR receiving the request.
- **Post-results review with report** – Within four to six weeks of OCR receiving the request.
- **Post-results review of moderation** – Within 40 calendar days of OCR receiving the application form.

Where a grade changes and a certificate has already been issued, a replacement will be issued showing the revised grade once the centre returns the original to OCR.

Fees

There is no charge for a clerical re-check.

The fees associated with the post-results review services are provided in the OCR Fees List. Centres will only be charged if a subject grade does not change. Where the subject grade changes as a consequence of the enquiry, no fee will be charged.

Centres can either request to be invoiced following the outcome of the enquiry or send a cheque with the application form. If the enquiry is successful, the centre will not be invoiced for the fee. If a cheque was sent with the enquiry, this will be returned if the enquiry is successful.

Appeals

If you still have concerns following the outcome of an enquiry about results, you may appeal against it. This must be done in writing, within 14 calendar days of receipt of the outcome, and addressed to the Appeals Team at appeals@ocr.org.uk. More information about appeals can be found in the OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres* available from the OCR website.

12.3 Access to scripts

Available services

Centres can request access to marked scripts for the following Certificates of Professional Competence (CPC) examinations (the access to scripts service is not available for multiple choice examinations):

- Unit R2 (05689) Certificate of Professional Competence (Road Haulage) (case study)
- Unit P2 (05678) Certificate of Professional Competence (Passenger Transport) (case study)

All requests should be submitted using the application form, available on the OCR website. Once your request has been processed, the script(s) will be returned to you via email as a PDF image.

Submitting access to scripts requests

All access to scripts requests must be submitted within six weeks of the receipt of results.

Access to scripts requests should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay the fees applicable.

Acknowledgements and outcomes

All applications will be acknowledged within seven working days. A PDF image of the script will be emailed to you within 20 days of OCR receiving the request.

Conditions of access

OCR will only release script copies to centres under the following conditions:

- Script copies must be seen only by teachers who are members of staff at that centre or returned directly to candidates.
- Where teachers intend to use script copies as examples for other students, prior written permission must be obtained from the candidates concerned. This permission may be sought only after the candidates have received their results. Candidates who grant their permission have the right to anonymise their scripts before use.
- Script copies used by teachers at the centre must be kept securely within the centre. When no longer required, scripts must be disposed of confidentially.
- Candidates have the right to instruct their centres not to request their scripts.

Please ensure that both you and your staff are fully aware of these conditions. Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination to which the arrangements apply.

Fees

The fees associated with the access to scripts service are provided in the OCR Fees List.

13 Entry Codes

This section contains the qualification entry information for OCR's vocational qualifications.

Many current qualifications are expiring during 2014/15 and this is indicated in this section. Some new qualifications are being introduced during 2014/15 and will be added to the Guide as they are introduced.

See Section 1.2 for details of version control and how we communicate any changes to centres.

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13.1 Advice and Guidance

Advice and Guidance (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10184	**OCR Level 3 NVQ Certificate in Advice and Guidance**		**21 credits**	**501/2154/6**
Made up of: • Units 1–4 (12 credits) • A minimum of 9 credits from Units 5–21, of which at least 3 credits must be at Level 3.				
Unit 1	Establish communication with clients for advice and guidance (Level 3)	3 credits	EV	J/602/5138
Unit 2	Support clients to make use of the advice and guidance service (Level 2)	3 credits	EV	L/602/5139
Unit 3	Review own contribution to the service (Level 3)	3 credits	EV	Y/602/5192
Unit 4	Understand the importance of legislation and procedures (Level 3)	3 credits	EV	R/602/5210
Unit 5	Develop interactions with advice and guidance clients (Level 3)	4 credits	EV	F/602/5140
Unit 6	Interact with clients using a range of media (Level 2)	3 credits	EV	J/602/5141
Unit 7	Assist advice and guidance clients to decide on a course of action (Level 4)	3 credits	EV	R/602/5143
Unit 8	Prepare clients through advice and guidance for the implementation of a course of action (Level 4)	3 credits	EV	A/602/5153
Unit 9	Assist clients through advice and guidance to review their achievement of a course of action (Level 4)	3 credits	EV	J/602/5172
Unit 10	Negotiate on behalf of advice and guidance clients (Level 5)	5 credits	EV	M/602/5182
Unit 11	Liaise with other services (Level 3)	3 credits	EV	T/602/5183
Unit 12	Enable advice and guidance clients to access referral opportunities (Level 3)	3 credits	EV	F/602/5185
Unit 13	Manage personal case load (Level 4)	4 credits	EV	Y/602/5189
Unit 14	Evaluate and develop own contribution to the service (Level 4)	3 credits	EV	H/602/5194
Unit 15	Operate within networks (Level 4)	3 credits	EV	F/602/5199
Unit 16	Provide and maintain information materials for use in the service (Level 4)	3 credits	EV	T/602/5202
Unit 17	Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation (Level 5)	4 credits	EV	A/602/5203
Unit 18	Promote Careers Education Guidance (CEG) (Level 3)	3 credits	EV	J/602/5205
Unit 19	Facilitate learning in groups (Level 4)	3 credits	EV	R/602/5207
Unit 20	Enable learning through demonstrations and instructions (Level 3)	3 credits	EV	M/600/9726
Unit 21	Ensure your own actions reduce risks to health and safety (Level 2)	4 credits	EV	Y/600/9011

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10185	**OCR Level 4 NVQ Diploma in Advice and Guidance**		**37 credits**	**501/1901/1**
Made up of: • Units 1–5 (17 credits) • A minimum of 20 credits from Units 6–27, of which at least 9 credits must be at Level 4.				
Unit 1	Develop interactions with advice and guidance clients (Level 3)	4 credits	EV	F/602/5140
Unit 2	Manage personal case load (Level 4)	4 credits	EV	Y/602/5189
Unit 3	Evaluate and develop own contribution to the service (Level 4)	3 credits	EV	H/602/5194
Unit 4	Operate within networks (Level 4)	3 credits	EV	F/602/5199
Unit 5	Understand the importance of legislation and procedures (Level 3)	3 credits	EV	R/602/5210
Unit 6	Support clients to make use of the advice and guidance service (Level 2)	3 credits	EV	L/602/5139
Unit 7	Assist advice and guidance clients to decide on a course of action (Level 4)	3 credits	EV	R/602/5143
Unit 8	Prepare clients through advice and guidance for the implementation of a course of action (Level 4)	3 credits	EV	A/602/5153
Unit 9	Assist clients through advice and guidance to review their achievement of a course of action (Level 4)	3 credits	EV	J/602/5172
Unit 10	Advocate on behalf of advice and guidance clients (Level 5)	6 credits	EV	R/602/5174
Unit 11	Prepare to represent advice and guidance clients in formal proceedings (Level 5)	5 credits	EV	H/602/5177
Unit 12	Present cases for advice and guidance clients in formal proceedings (Level 5)	6 credits	EV	M/602/5179
Unit 13	Negotiate on behalf of advice and guidance clients (Level 5)	6 credits	EV	M/602/5182
Unit 14	Liaise with other services (Level 3)	3 credits	EV	T/602/5183
Unit 15	Enable advice and guidance clients to access referral opportunities (Level 3)	3 credits	EV	F/602/5185
Unit 16	Provide support for other practitioners (Level 4)	5 credits	EV	A/602/5198
Unit 17	Undertake research for the service and its clients (Level 4)	5 credits	EV	K/602/5200
Unit 18	Design information materials for use in the service (Level 4)	4 credits	EV	M/602/5201
Unit 19	Provide and maintain information materials for use in the service (Level 4)	3 credits	EV	T/602/5202
Unit 20	Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation (Level 5)	4 credits	EV	A/602/5203
Unit 21	Integrate Careers Education Guidance (CEG) within the curriculum (Level 4)	4 credits	EV	F/602/5204
Unit 22	Promote Careers Education Guidance (CEG) (Level 3)	3 credits	EV	J/602/5205

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 23	Negotiate and maintain service agreements (Level 4)	3 credits	EV	L/602/5206
Unit 24	Facilitate learning in groups (Level 4)	3 credits	EV	R/602/5207
Unit 25	Prepare and set up mediation (Level 4)	4 credits	EV	Y/602/5208
Unit 26	Stage and manage the mediation process (Level 5)	8 credits	EV	D/602/5209
Unit 27	Enable learning through demonstrations and instructions (Level 3)	3 credits	EV	M/600/9726
10214	**OCR Level 3 Award for Supporting Clients to Overcome Barriers to Learning and Work**		**6 credits**	**600/0681/X**
Certification only: last certification date is 31 December 2016. Made up of: • Unit 1 (3 credits) • At least 3 credits from Units 2–4.				
Unit 1	Signpost clients to sources of information, advice and guidance to overcome barriers to learning and work (Level 3)	3 credits	EV	M/502/8413
Unit 2	Provide information to support clients to overcome barriers to learning and work (Level 3)	3 credits	EV	F/502/8416
Unit 3	Deliver career-related learning in groups (Level 3)	3 credits	EV	R/502/8405
Unit 4	Support clients to apply for learning and work (Level 3)	3 credits	EV	F/502/8402
10215	**OCR Level 6 Diploma in Career Guidance and Development**		**60 credits**	**600/0806/4**
Made up of: • Units 1–7 (45 credits) • At least 15 credits from Units 8–20.				
Unit 1	Preparing to work in the career information, advice and guidance sector (Level 4)	6 credits	EV	A/502/8432
Unit 2	Reflect on and improve professional practice (Level 6)	6 credits	EV	T/502/8428
Unit 3	Career guidance theory (Level 6)	9 credits	EV	M/502/8444
Unit 4	Agree the purpose of client-centred career guidance interviews and maintain communication with clients (Level 6)	6 credits	EV	K/502/8443
Unit 5	Explore and agree the career guidance and development needs of clients (Level 6)	6 credits	EV	L/502/8421
Unit 6	Use career and Labour Market Information with clients (Level 6)	6 credits	EV	L/502/8435
Unit 7	Work with other agencies for the benefit of clients and the organisation (Level 6)	6 credits	EV	H/502/8439
Unit 8	Use diagnostic and assessment tools with clients (Level 5)	6 credits	EV	A/502/8446
Unit 9	Advocate on behalf of clients (Level 6)	4 credits	EV	H/502/8442
Unit 10	Understand how to support specific client groups to overcome barriers to learning, training and work (Level 4)	3 credits	EV	D/502/8441

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 11	Engage with support networks to help clients to meet their career-related needs (Level 4)	3 credits	EV	L/502/8404
Unit 12	Assist clients to apply for learning, training and work (Level 4)	3 credits	EV	Y/502/8423
Unit 13	Provide ongoing support to clients (Level 4)	2 credits	EV	R/502/8436
Unit 14	Prepare to deliver services to clients in an outreach setting (Level 4)	2 credits	EV	M/502/8430
Unit 15	Source, evaluate and use Labour Market Intelligence with clients (Level 6)	3 credits	EV	T/502/8431
Unit 16	Obtain and organise career-related information to support clients (Level 4)	3 credits	EV	J/502/8420
Unit 17	Promote career-related learning to clients (Level 4)	6 credits	EV	F/502/8433
Unit 18	Plan, deliver and evaluate career-related learning in groups (Level 6)	6 credits	EV	D/502/8424
Unit 19	Evaluate service provision (Level 4)	3 credits	EV	H/502/8408
Unit 20	Undertake research on behalf of the service (Level 6)	6 credits	EV	J/502/8434
Unit 21	Lead and manage career development work in an organisation	9 credits	EV	Y/505/2625
Unit 22	Continuously improve career development work in an organisation	6 credits	EV	D/505/2626
Unit 23	Plan and Design Career Related Learning	5 credits	EV	T/505/2969
04512	**OCR Level 4 Diploma in Career Information and Advice**		**45 credits**	**600/0805/2**
Made up of: • Units 1–5 (30 credits) • At least 15 credits from Units 6–23.				
Unit 1	Preparing to work in the career information, advice and guidance sector (Level 4)	6 credits	EV	A/502/8432
Unit 2	Reflecting on practice and continuous professional development (Level 4)	6 credits	EV	D/502/8438
Unit 3	Interview clients to determine their need for career information, advice and guidance (Level 4)	6 credits	EV	J/502/8417
Unit 4	Meeting the career-related information needs of clients (Level 4)	6 credits	EV	L/502/8418
Unit 5	Career choice theories and concepts to support clients (Level 4)	6 credits	EV	A/502/8401
Unit 6	Plan and deliver career-related learning in groups (Level 4)	6 credits	EV	A/502/8429
Unit 7	Assist clients to review the achievement of career-related actions (Level 4)	2 credits	EV	H/502/8425
Unit 8	Provide ongoing support to clients (Level 4)	2 credits	EV	R/502/8436
Unit 9	Use diagnostic and assessment tools with clients (Level 5)	6 credits	EV	A/502/8446
Unit 10	Explore and agree how to meet the career-related needs of clients (Level 4)	6 credits	EV	T/502/8414

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 11	Source, evaluate and use Labour Market Information with clients (Level 4)	3 credits	EV	Y/502/8440
Unit 12	Engage with support networks to help clients to meet their career-related needs (Level 4)	3 credits	EV	L/502/8404
Unit 13	Assist clients to apply for learning, training and work (Level 4)	3 credits	EV	Y/502/8423
Unit 14	Negotiate on behalf of clients (Level 5)	4 credits	EV	T/502/8445
Unit 15	Understand how to support specific client groups to overcome barriers to learning, training and work (Level 4)	3 credits	EV	D/502/8441
Unit 16	Obtain and organise career-related information to support clients (Level 4)	3 credits	EV	J/502/8420
Unit 17	Refer clients to sources of specialist support to meet their needs (Level 4)	2 credits	EV	Y/502/8437
Unit 18	Undertake research on behalf of the service (Level 6)	6 credits	EV	J/502/8434
Unit 19	Advocate on behalf of clients (Level 6)	4 credits	EV	H/502/8442
Unit 20	Prepare to deliver services to clients in an outreach setting (Level 4)	2 credits	EV	M/502/8430
Unit 21	Promote career-related learning to clients (Level 4)	6 credits	EV	F/502/8433
Unit 22	Operate within networks to support the delivery of the service (Level 3)	2 credits	EV	D/502/8407
Unit 23	Evaluate service provision (Level 4)	3 credits	EV	H/502/8408
10270	**OCR Level 2 Certificate in Supporting Legal Advice Provision**		**17 credits**	**600/2425/2**
Certification only: last certification date is 31 March 2015. Made up of: • Units 1–4 (14 credits) • At least one unit from Units 5–9 (minimum 3 credits).				
Unit 1	Communicating with legal advice clients	3 credits	EV	R/502/7657
Unit 2	Supporting clients to make use of the legal advice service	3 credits	EV	D/503/0822
Unit 3	Enabling legal advice clients to access signposting and referral opportunities	3 credits	EV	R/502/7660
Unit 4	Evaluating own practice in a legal advice context	5 credits	EV	Y/502/7661
Unit 5	Obtaining and providing legal information materials	3 credits	EV	M/502/8542
Unit 6	Providing legal information and advice using the telephone	3 credits	EV	R/502/8453
Unit 7	Recognise diversity when delivering customer service	5 credits	EV	K/601/1216
Unit 8	Give customers a positive impression of yourself and your organisation	5 credits	EV	L/601/0933
Unit 9	Contributing to effective team working	6 credits	EV	T/601/3101

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10271	**OCR Level 3 Award in Providing Initial Legal Advice**		**12 credits**	**600/2421/5**
Certification only: last certification date is 31 March 2016. Made up of: • Unit 1 (5 credits) • At least one unit from Units 2–7 and one unit from Units 8–19, of which one must be at Level 3.				
Unit 1	Providing legal advice to clients (Level 3)	5 credits	EV	R/502/8680
Unit 2	Managing interviews with legal advice clients (Level 3)	3 credits	EV	J/502/8868
Unit 3	Supporting legal advice clients to act on their own behalf (Level 3)	3 credits	EV	H/502/8683
Unit 4	Providing and receiving referrals on behalf of legal advice clients (Level 3)	3 credits	EV	Y/502/8678
Unit 5	Contribute to the prevention and management of inappropriate behaviour (Level 3)	3 credits	EV	Y/602/5080
Unit 6	Facilitating legal advice using an interpreter (Level 3)	3 credits	EV	F/502/8867
Unit 7	Providing legal information and advice using the telephone (Level 2)	3 credits	EV	R/502/8453
Unit 8	Providing initial legal advice in housing law (Level 3)	4 credits	EV	T/502/8879
Unit 9	Providing initial money and debt legal advice (Level 3)	4 credits	EV	K/503/4887
Unit 10	Providing initial employment legal information and advice (Level 3)	4 credits	EV	H/502/8876
Unit 11	Providing initial legal advice in consumer law (Level 3)	4 credits	EV	F/502/8870
Unit 12	Providing initial legal advice in welfare rights (Level 3)	4 credits	EV	K/502/8880
Unit 13	Providing initial disability discrimination legal information and advice (Level 3)	4 credits	EV	J/502/8885
Unit 14	Providing initial health and community care legal information and advice (Level 3)	4 credits	EV	K/502/8877
Unit 15	Providing initial information and advice in education law (Level 3)	4 credits	EV	L/502/8869
Unit 16	Providing initial advice on family law (Level 3)	4 credits	EV	M/502/8881
Unit 17	Providing initial discrimination legal information and advice (Level 3)	4 credits	EV	R/502/8887
Unit 18	Providing initial legal advice in mental health law (Level 3)	4 credits	EV	M/502/8878
Unit 19	Providing initial advice to young people on their rights under the law (Level 4)	7 credits	EV	J/502/8949
10272	**OCR Level 3 Certificate in Providing Initial Legal Information and Advice**		**29 credits**	**600/2424/0**
Certification only: last certification date is 31 March 2016. Made up of: • Units 1–5 (19 credits) • At least two units from Units 6–15 and at least one unit from Units 16–27, of which a minimum of 4 credits must be at Level 3.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 1	Supporting legal advice clients to plan, implement and review action (Level 3)	3 credits	EV	M/502/8945
Unit 2	Providing legal advice to clients (Level 3)	5 credits	EV	R/502/8680
Unit 3	Managing interviews with legal advice clients (Level 3)	3 credits	EV	J/502/8868
Unit 4	Using electronic means to research legal information and advice (Level 3)	3 credits	EV	T/502/8946
Unit 5	Evaluating own practice in a legal advice context (Level 3)	5 credits	EV	Y/502/7661
Unit 6	Managing legal advice cases (Level 4)	5 credits	EV	L/503/4882
Unit 7	Providing continuing support to legal advice clients (Level 3)	3 credits	EV	D/502/8679
Unit 8	Supporting legal advice clients to act on their own behalf (Level 3)	3 credits	EV	H/502/8683
Unit 9	Providing and receiving referrals on behalf of legal advice clients (Level 3)	3 credits	EV	Y/502/8678
Unit 10	Negotiating on behalf of legal advice clients (Level 3)	3 credits	EV	K/502/8541
Unit 11	Facilitating legal advice using an interpreter (Level 3)	3 credits	EV	F/502/8867
Unit 12	Liaising with other services (Level 3)	3 credits	EV	L/502/7673
Unit 13	Preparing cases for representation in formal proceedings (Level 4)	5 credits	EV	T/502/8543
Unit 14	Contribute to the prevention and management of inappropriate behaviour (Level 3)	3 credits	EV	Y/602/5080
Unit 15	Providing legal information and advice using the telephone (Level 2)	3 credits	EV	R/502/8453
Unit 16	Providing initial legal advice in housing law (Level 3)	4 credits	EV	T/502/8879
Unit 17	Providing initial money and debt legal advice (Level 3)	4 credits	EV	K/503/4887
Unit 18	Providing initial employment legal information and advice (Level 3)	4 credits	EV	H/502/8876
Unit 19	Providing initial legal advice in consumer law (Level 3)	4 credits	EV	F/502/8870
Unit 20	Providing initial legal advice in welfare rights (Level 3)	4 credits	EV	K/502/8880
Unit 21	Providing initial disability discrimination legal information and advice (Level 3)	4 credits	EV	J/502/8885
Unit 22	Providing initial health and community care legal information and advice (Level 3)	4 credits	EV	K/502/8877
Unit 23	Providing initial information and advice in education law (Level 3)	4 credits	EV	L/502/8869
Unit 24	Providing initial advice on family law (Level 3)	4 credits	EV	M/502/8881
Unit 25	Providing initial discrimination legal information and advice (Level 3)	4 credits	EV	R/502/8887
Unit 26	Providing initial legal advice in mental health law (Level 3)	4 credits	EV	M/502/8878

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 27	Providing initial advice to young people on their rights under the law (Level 4)	7 credits	EV	J/502/8949

13.2 Bookkeeping and Accounting

Bookkeeping and Accounting Skills (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
05524	**OCR Level 1 Award in Bookkeeping Skills (Manual)**		**5 credits**	**501/0050/6**
Made up of: Units M1–5.				
05525	**OCR Level 1 Award in Bookkeeping Skills (Computerised)**		**4 credits**	**501/0035/X**
Made up of: Units C1–2.				
05526	**OCR Level 1 Extended Award in Bookkeeping Skills**		**9 credits**	**501/0051/8**
Made up of: Units M1–5 and C1–2.				
05527	**OCR Level 2 Award in Bookkeeping and Accounting Skills (Manual)**		**7 credits**	**501/0034/8**
Made up of: Units M6–9.				
05528	**OCR Level 2 Award in Bookkeeping and Accounting Skills (Computerised)**		**8 credits**	**501/0120/1**
Made up of: Units C3–5.				
05529	**OCR Level 2 Certificate in Bookkeeping and Accounting Skills**		**18 credits**	**501/0119/5**
Made up of: Units M5–10 and C3–5.				
Unit M1	Preparing and processing bookkeeping documents	1 credit	E	M/600/8740
Unit M2	Recording credit transactions	1 credit	E	A/600/8742
Unit M3	Making and receiving payments	1 credit	E	J/600/8744
Unit M4	Recording receipts and payments	1 credit	E	L/600/8745
Unit M5	Maintaining petty cash records	1 credit	E	R/600/8746
Unit M6	Preparing and recording financial documentation	2 credits	E	J/600/8758
Unit M7	Maintaining and reconciling the cashbook	2 credits	E	L/600/8759
Unit M8	Processing ledger transactions and extracting a trial balance	2 credits	E	F/600/8760
Unit M9	Maintaining control accounts	1 credit	E	K/600/8770
Unit M10	Maintaining the journal	2 credits	E	T/600/8772
Unit C1	Record routine bookkeeping transactions using a computerised system	2 credits	E	R/601/3641
Unit C2	Prepare and record sales and purchase documents using a computerised system	2 credits	E	D/601/3643
Unit C3	Process routine payments and receipts using a computerised system	3 credits	E	A/601/3651

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit C4	Setting up accounting software to manage accounting information	3 credits	E	F/601/3649
Unit C5	Carry out stock control processes using a computerised system	2 credits	E	F/601/3652

13.3 Business and Administration

Administration (Business Professional) (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
03952	**OCR Level 1 Award in Administration (Business Professional)**		**8 credits**	**500/6218/9**
Made up of: • Units 1 and 2 (6 credits) • 2 credits from any of Units 3–5 or 8–14.				
03953	**OCR Level 1 Certificate in Administration (Business Professional)**		**13 credits**	**500/6122/7**
Made up of: • Units 1 and 2 (6 credits) • 4 credits from any of Units 3–5 or 8–14 • 3 credits from any of Units 3–5, 8–14 or Levels 1 and 2 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Certificate claim.				
03954	**OCR Level 1 Diploma in Administration (Business Professional)**		**37 credits**	**500/6123/9**
Made up of: • Units 1 and 2 (6 credits) • 13 credits from any of Units 3–5 or 8–14 • 18 credits from any of Units 3–5, 8–14 or Levels 1 and 2 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Diploma claim.				
03955	**OCR Level 2 Award in Administration (Business Professional)**		**10 credits**	**500/6124/0**
Made up of: Units 6 and 7 (10 credits).				
03956	**OCR Level 2 Certificate in Administration (Business Professional)**		**18 credits**	**500/6563/4**
Made up of: • Units 6 and 7 (10 credits) • 3 credits from any of Units 3–5, 8–14 or 17–24 • 5 credits from any of Units 3–5, 8–14, 17–24 or Levels 2 and 3 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Certificate claim.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
03957	**OCR Level 2 Diploma in Administration (Business Professional)**		**37 credits**	**500/6125/2**

Made up of:

- Units 6 and 7 (10 credits)
- 9 credits from any of Units 8–14 or 17–24
- 18 credits from any of Units 3–5, 8–14, 17–24 or Levels 2 and 3 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Diploma claim.

03958	**OCR Level 3 Award in Administration (Business Professional)**	**11 credits**	**500/6483/6**

Made up of:

- Units 15 and 16 (8 credits)
- 3 credits from any of Units 8–14, 17–24 or 26–29.

03959	**OCR Level 3 Certificate in Administration (Business Professional)**	**20 credits**	**500/6484/8**

Made up of:

- Units 15 and 16 (8 credits)
- 7 credits from any of Units 17–24 or 26–29
- 5 credits from any of Units 8–14, 17–24, 26–29 or Levels 2 and 3 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Certificate claim.

03963	**OCR Level 3 Diploma in Administration (Business Professional)**	**37 credits**	**500/6485/X**

Made up of:

- Units 15 and 16 (8 credits)
- 11 credits from any of Units 17–24 or 26–29
- 18 credits from any of Units 8–14, 17–24, 26–29 or Levels 2 and 3 Text Processing units. For Text Processing units, credits from only one unit in each specialist area may be used in a full Diploma claim.

03966	**OCR Level 4 Award in Administration (Business Professional)**	**12 credits**	**500/6488/5**

Made up of:

- Unit 25 (5 credits)
- 3 credits from any of Units 26–29
- 4 credits from any of Units 17–24 or 26–29.

03967	**OCR Level 4 Certificate in Administration (Business Professional)**	**20 credits**	**500/6489/7**

Made up of:

- Unit 25 (5 credits)
- 7 credits from any of Units 26–29
- 8 credits from any of Units 17–24, 26–29 or Level 3 Text Processing units.

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Entry code	Qualification title	Credit value	Assessment	Qualification number
03968	**OCR Level 4 Diploma in Administration (Business Professional)**		**37 credits**	**500/6490/3**
Made up of: • Units 25–29 (20 credits) • 17 credits from any of Units 17–24 or Level 3 Text Processing units.				
Unit 1	Working in business and administration (Level 1)	3 credits	M	F/502/4009
Unit 2	Creating business documents (Level 1)	3 credits	M	K/502/4005
Unit 3	Making and receiving calls (Level 1)	2 credits	M	T/502/4007
Unit 4	Welcome visitors (Level 1)	2 credits	M	M/502/4006
Unit 5	Handling mail (Level 1)	2 credits	M	A/502/4008
Unit 6	Working in administration (Level 2)	6 credits	M	A/505/7011
Unit 7	Written business communication (Level 2)	4 credits	M	L/505/7045
Unit 8	Career planning in administration (Level 2)	5 credits	M	R/505/7046
Unit 9	Communicate with customers (Level 2)	3 credits	M	D/505/7048
Unit 10	Teamwork in administration (Level 2)	3 credits	M	D/505/7051
Unit 11	Financial transactions (Level 2)	3 credits	M	H/505/7052
Unit 12	Organise business travel and accommodation (Level 2)	4 credits	M	K/505/7053
Unit 13	Organise meetings (Level 2)	3 credits	M	M/502/3826
Unit 14	Handling diary systems (Level 2)	3 credits	M	Y/505/7114
Unit 15	Producing complex business documents (Level 3)	4 credits	M	R/505/7144
Unit 16	Understanding functions and roles within business organisations (Level 3)	4 credits	M	M/505/7054
Unit 17	Supporting recruitment and selection procedures (Level 3)	4 credits	M	T/505/7055
Unit 18	Verbal communication in business (Level 3)	4 credits	M	A/505/7056
Unit 19	Support business meetings (Level 3)	3 credits	M	F/505/7057
Unit 20	Organise a business event (Level 3)	4 credits	M	J/505/7058
Unit 21	Reviewing and developing office procedures (Level 3)	6 credits	M	L/505/7059
Unit 22	Carry out research and prepare a report (Level 3)	4 credits	M	F/505/7060
Unit 23	Legislation affecting organisations (Level 3)	3 credits	M	J/505/7061
Unit 24	Working in an administration team (Level 3)	5 credits	M	L/505/7062
Unit 25	Working in a senior administrative role (Level 4)	5 credits	M	D/505/7065
Unit 26	Analyse financial information (Level 4)	4 credits	M	H/505/7066
Unit 27	Chair business meetings (Level 4)	3 credits	M	K/505/7067
Unit 28	Present complex business information (Level 4)	4 credits	M	L/502/3865
Unit 29	Train and develop staff (Level 4)	4 credits	M	M/505/7068

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04702	**OCR Level 1 NVQ Award in Business and Administration**		**9 credits**	**500/9425/7**
Made up of: • Units 103 and 106 (7 credits) • At least 2 credits from Units 105, 107–8, 111–12, 221, 256.				
04703	**OCR Level 1 NVQ Certificate in Business and Administration**		**15 credits**	**500/9426/9**
Made up of: • Units 103 and 106 (7 credits) • At least 4 credits from Units 101–2, 104–5, 107–8, 110–12, 221, 225, 256 • A further 4 credits from Units 101–2, 104–5, 107–8, 110–114, 125, 221, 225, 256.				
04704	**OCR Level 2 NVQ Award in Business and Administration**		**9 credits**	**500/9582/1**
Made up of: • Units 203 and 206 (5 credits) • At least 4 credits from Units 107, 113, 201–2, 204–5, 207–28, 256. At least 6 credits must be achieved at Level 2. Please refer to the centre handbook for barred combinations.				
04705	**OCR Level 2 NVQ Certificate in Business and Administration**		**21 credits**	**500/9645/X**
Made up of: • Units 201–3 and 206 (9 credits) • At least 7 credits from Units 107, 204–5, 207–30, 256–7, 310–22, 326–30 • A further 5 credits from Units 107, 113, 115–125, 207–30 238–248, 256–7, 310–22, 326–30. At least 14 credits must be achieved at Level 2. Please refer to the centre handbook for barred combinations.				
04706	**OCR Level 2 NVQ Diploma in Business and Administration**		**37 credits**	**500/9647/3**
Made up of: • Units 201–3 and 206 (9 credits) • At least 17 credits from Units 107, 204–5, 207–30, 256–7, 310–22, 326–30 • A further 11 credits from Units 107, 113, 115–25, 204–5, 207–30, 238–48, 256–257, 310–22, 326–30. At least 24 credits must be achieved at Level 2. Please refer to the centre handbook for barred combinations.				
04707	**OCR Level 3 NVQ Certificate in Business and Administration**		**30 credits**	**500/9624/2**
Made up of: • Units 301–3 and 309 (13 credits) • At least 11 credits from Units 207–30, 256–7, 304–8, 310–30, 332–5, 338, 353–4, 356–7, 410–11, 418–9 • A further 6 credits from Units 113, 207–30, 238–48, 256–7, 304–8, 310–30, 332–5, 338, 342–52, 353–4, 356–7, 410–11, 418–9, 422–3, 426–8. At least 20 credits must be achieved at Level 3. Please refer to the centre handbook for barred combinations.				
04708	**OCR Level 3 NVQ Diploma in Business and Administration**		**40 credits**	**500/9625/4**
Made up of: • Units 301–3 and 309 (13 credits) • At least 14 credits from Units 207–30, 256–7, 304–8, 310–30, 332–5, 338, 353–4, 356–7, 410–11, 418–9 • A further 13 credits from Units 113, 207–30, 238–48, 256–7, 304–8, 310–30, 332–5, 338, 342–54, 356–7,				

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	410–11, 418–9, 422–3, 429–39. At least 27 credits must be achieved at Level 3. Please refer to the centre handbook for barred combinations.			
04709	**OCR Level 4 NVQ Certificate in Business and Administration**		**30 credits**	**500/9508/0**
	Made up of: • Units 401–5 and 409 (20 credits) • At least 10 credits from Units 310–11, 316–24, 327–30, 353–4, 406–8, 410–23, 426–9, 501–5, 521, 524. At least 20 credits must be achieved at Level 4. Please refer to the centre handbook for barred combinations.			
04710	**OCR Level 4 NVQ Diploma in Business and Administration**		**39 credits**	**500/9512/2**
	Certification only: last certification date is 31 January 2016. Made up of: • Units 401–5 and 409 (20 credits) • At least 19 credits from Units 310–11, 316–24, 327–30, 353–4, 406–8, 410–23, 426–9, 501–5, 521, 524. At least 27 credits must be achieved at Level 4. Please refer to the centre handbook for barred combinations.			
10362	**OCR Level 4 NVQ Diploma in Business and Administration**		**53 credits**	**601/2524/X**
	Certification only: last certification date is 31 August 2017. This qualification replaces 04710. Made up of: • Units 401–405 and 409 (20 credits) • At least 33 credits from Units 310–311, 316–324, 327–330, 353–354, 406–408, 410–419, 421–423, 426–429, 501–505, 521, 524. At least 35 credits must be achieved at Level 4. Please refer to the centre handbook for barred combinations.			
Level 1 units				
Unit 101	Manage own performance in a business environment	2 credits	EV	M/601/2447
Unit 102	Improve own performance in a business environment	1 credit	EV	T/601/2448
Unit 103	Work in a business environment	3 credits	EV	A/601/2449
Unit 104	Solve business problems	3 credits	EV	M/601/2450
Unit 105	Work with other people in a business environment	2 credits	EV	A/601/2452
Unit 106	Communicate in a business environment	4 credits	EV	F/601/2453
Unit 107	Make and receive telephone calls	3 credits	EV	K/601/2446
Unit 108	Assist in handling mail	2 credits	EV	L/601/2455
Unit 110	Prepare text from notes using touch typing (20 wpm)	2 credits	EV	D/601/2458
Unit 111	Use a filing system	2 credits	EV	Y/601/2460
Unit 112	Archive information	2 credits	EV	H/601/2462
Unit 113	Use occupational and safety guidelines when using keyboards	2 credits	EV	T/601/2465
Unit 114	Using email	2 credits	EV	J/502/4299
Unit 115	Bespoke software	2 credits	EV	A/502/4395
Unit 116	Data management software	2 credits	EV	F/502/4558

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 117	Database software	3 credits	EV	H/502/4553
Unit 118	Improving productivity using IT	3 credits	EV	T/502/4153
Unit 119	IT security for users	1 credit	EV	R/502/4256
Unit 120	Presentation software	3 credits	EV	K/502/4621
Unit 121	Set up an IT system	3 credits	EV	Y/502/4209
Unit 122	Spreadsheet software	3 credits	EV	A/502/4624
Unit 123	Using collaborative technologies	3 credits	EV	A/502/4378
Unit 124	Website software	3 credits	EV	L/502/4630
Unit 125	Word processing software	3 credits	EV	L/502/4627
Level 2 units				
Unit 201	Manage own performance in a business environment	2 credits	EV	F/601/2467
Unit 202	Improve own performance in a business environment	2 credits	EV	L/601/2469
Unit 203	Work in a business environment	2 credits	EV	F/601/2470
Unit 204	Solve business problems	4 credits	EV	L/601/2472
Unit 205	Work with other people in a business environment	3 credits	EV	Y/601/2474
Unit 206	Communicate in a business environment	3 credits	EV	D/601/2475
Unit 207	Use electronic message systems	1 credit	EV	H/601/2476
Unit 208	Use diary systems	3 credits	EV	K/601/2477
Unit 209	Take minutes	4 credits	EV	M/601/2478
Unit 210	Handle mail	3 credits	EV	T/601/2479
Unit 211	Provide reception services	3 credits	EV	K/601/2480
Unit 212	Produce documents in a business environment	4 credits	EV	T/601/2482
Unit 213	Prepare text from notes	3 credits	EV	A/601/2483
Unit 214	Prepare text from notes using touch typing (40 wpm)	3 credits	EV	F/601/2484
Unit 215	Prepare text from shorthand (60 wpm)	8 credits	EV	J/601/2485
Unit 216	Prepare text from recorded audio instruction (40 wpm)	4 credits	EV	L/601/2486
Unit 217	Organise and report data	3 credits	EV	R/601/2487
Unit 218	Research information	4 credits	EV	Y/601/2488
Unit 219	Store and retrieve information	3 credits	EV	R/601/2490
Unit 220	Archive information	2 credits	EV	Y/601/2491
Unit 221	Use office equipment	4 credits	EV	H/601/2493
Unit 222	Maintain and issue stationery stock items	3 credits	EV	M/601/2495
Unit 223	Support the organisation of an event	2 credits	EV	L/601/2505
Unit 224	Support the co-ordination of an event	3 credits	EV	D/601/2508
Unit 225	Support the organisation of business travel or accommodation	3 credits	EV	Y/601/2510
Unit 226	Support the organisation of meetings	4 credits	EV	T/601/2515
Unit 227	Respond to change in a business environment	3 credits	EV	F/601/2517
Unit 228	Support the management and development of an information system	7 credits	EV	J/601/2518
Unit 229	Administer human resources records	3 credits	EV	T/601/2790

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Unit 230	Administer the recruitment and selection process	4 credits	EV	A/601/2791
Unit 238	Bespoke software	3 credits	EV	F/502/4396
Unit 239	Data management software	3 credits	EV	J/502/4559
Unit 240	Database software	4 credits	EV	M/502/4555
Unit 241	Improving productivity using IT	4 credits	EV	J/502/4156
Unit 242	IT security for users	2 credits	EV	Y/502/4257
Unit 243	Presentation software	4 credits	EV	M/502/4622
Unit 244	Set up an IT system	4 credits	EV	L/502/4210
Unit 245	Spreadsheet software	4 credits	EV	F/502/4625
Unit 246	Using collaborative technologies	4 credits	EV	F/502/4379
Unit 247	Website software	4 credits	EV	R/502/4631
Unit 248	Word processing software	4 credits	EV	R/502/4628
Unit 256	Meet and welcome visitors	3 credits	EV	Y/601/2457
Unit 257	Administer parking dispensations	4 credits	EV	J/601/2647
Level 3 units				
Unit 301	Manage own performance in a business environment	3 credits	EV	L/601/2519
Unit 302	Evaluate and improve own performance in a business environment	3 credits	EV	F/601/2520
Unit 303	Work in a business environment	4 credits	EV	J/601/2521
Unit 304	Solve business problems	4 credits	EV	L/601/2522
Unit 305	Work with other people in a business environment	4 credits	EV	R/601/2523
Unit 306	Contribute to decision-making in a business environment	3 credits	EV	Y/601/2524
Unit 307	Negotiate in a business environment	5 credits	EV	D/601/2525
Unit 308	Supervise a team in a business environment	6 credits	EV	H/601/2526
Unit 309	Communicate in a business environment	3 credits	EV	K/601/2527
Unit 310	Develop a presentation	3 credits	EV	M/601/2528
Unit 311	Deliver a presentation	3 credits	EV	T/601/2529
Unit 312	Design and produce documents in a business environment	4 credits	EV	M/601/2531
Unit 313	Prepare text from notes using touch typing (60 wpm)	4 credits	EV	T/601/2532
Unit 314	Prepare text from shorthand (80 wpm)	8 credits	EV	A/601/2533
Unit 315	Prepare text from recorded audio instruction (60 wpm)	4 credits	EV	F/601/2534
Unit 316	Support the design and development of an information system	7 credits	EV	L/601/2536
Unit 317	Monitor information systems	7 credits	EV	R/601/2537
Unit 318	Analyse and report data	6 credits	EV	Y/601/2538
Unit 319	Order products and services	5 credits	EV	D/601/2539
Unit 320	Plan and organise an event	4 credits	EV	R/601/2540
Unit 321	Co-ordinate an event	4 credits	EV	Y/601/2541
Unit 322	Plan and organise meetings	5 credits	EV	D/601/2542
Unit 323	Organise business travel or accommodation	5 credits	EV	H/601/2543

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Unit 324	Evaluate the organisation of business travel or accommodation	2 credits	EV	K/601/2544
Unit 325	Supervise an office facility	5 credits	EV	T/601/2546
Unit 326	Contribute to innovation in a business environment	4 credits	EV	A/601/2547
Unit 327	Contribute to running a project	5 credits	EV	J/601/2549
Unit 328	Deliver, monitor and evaluate customer service to internal customers	3 credits	EV	A/601/2550
Unit 329	Deliver, monitor and evaluate customer service to external customers	3 credits	EV	F/601/2551
Unit 330	Agree a budget	4 credits	EV	J/601/2552
Unit 332	Provide administrative support in schools	8 credits	EV	D/601/7787
Unit 333	Administer parking and traffic challenges, representations and civil parking appeals	9 credits	EV	L/601/2648
Unit 334	Administer statutory parking and traffic appeals	9 credits	EV	R/601/2649
Unit 335	Administer parking and traffic debt recovery	9 credits	EV	J/601/2650
Unit 338	Administer legal files	7 credits	EV	H/601/7791
Unit 342	Bespoke software	4 credits	EV	J/502/4397
Unit 343	Data management software	4 credits	EV	A/502/4560
Unit 344	Database software	6 credits	EV	T/502/4556
Unit 345	Improving productivity using IT	5 credits	EV	L/502/4157
Unit 346	IT security for users	3 credits	EV	D/502/4258
Unit 347	Presentation software	6 credits	EV	T/502/4623
Unit 348	Set up an IT system	5 credits	EV	R/502/4211
Unit 349	Spreadsheet software	6 credits	EV	J/502/4626
Unit 350	Using collaborative technologies	6 credits	EV	T/502/4380
Unit 351	Website software	5 credits	EV	Y/502/4632
Unit 352	Word processing software	6 credits	EV	Y/502/4629
Unit 353	Use customer service as a competitive tool	8 credits	EV	D/601/1228
Unit 354	Monitor and solve customer service problems	6 credits	EV	J/601/1515
Unit 356	Build case files	4 credits	EV	K/601/7792
Unit 357	Manage case files	5 credits	EV	M/601/7793
Level 4 units				
Unit 401	Manage and be accountable for own performance in a business environment	3 credits	EV	L/601/2553
Unit 402	Evaluate and improve own performance in a business environment	4 credits	EV	R/601/2554
Unit 403	Support the purpose and values of an organisation	3 credits	EV	Y/601/2555
Unit 404	Support sustainability in a business environment	3 credits	EV	D/601/2556
Unit 405	Assess, manage and monitor risk in a business environment	4 credits	EV	H/601/2557
Unit 406	Evaluate and solve business problems	6 credits	EV	K/601/2558
Unit 407	Make decisions in a business environment	4 credits	EV	H/601/2560
Unit 408	Negotiate in a business environment	7 credits	EV	K/601/2561

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 409	Communicate in a business environment	3 credits	EV	M/601/2562
Unit 410	Design and develop an information system	7 credits	EV	T/601/2563
Unit 411	Manage and evaluate an information system	6 credits	EV	A/601/2564
Unit 412	Prepare specifications for contracts	5 credits	EV	F/601/2565
Unit 413	Chair meetings	4 credits	EV	J/601/2566
Unit 414	Manage an office facility	6 credits	EV	L/601/2567
Unit 415	Propose and design administrative services	8 credits	EV	Y/601/2569
Unit 416	Prepare, co-ordinate and monitor operational plans	6 credits	EV	L/601/2570
Unit 417	Implement, monitor and maintain administrative services	7 credits	EV	Y/601/2572
Unit 418	Contribute to innovation in a business environment	6 credits	EV	K/601/2575
Unit 419	Plan change for a team	6 credits	EV	M/601/2576
Unit 421	Manage budgets	5 credits	EV	T/601/2580
Unit 422	Manage physical resources	3 credits	EV	K/600/9711
Unit 423	Manage the environmental impact of work activities	5 credits	EV	M/600/9712
Unit 426	Provide leadership and direction for own area of responsibility	5 credits	EV	T/600/9601
Unit 427	Support learning and development within own area of responsibility	5 credits	EV	M/600/9676
Unit 428	Develop working relationships with colleagues and stakeholders	4 credits	EV	K/600/9661
Unit 429	Plan, organise and control customer service operations	10 credits	EV	A/601/1236
Level 5 units				
Unit 501	Invite tenders and select contractors	6 credits	EV	R/601/2585
Unit 502	Monitor and evaluate contracts	6 credits	EV	Y/601/2586
Unit 503	Plan change across teams	6 credits	EV	D/601/2587
Unit 504	Implement, monitor and review change	6 credits	EV	K/601/2589
Unit 505	Manage a project	10 credits	EV	A/601/2578
Unit 521	Monitor and review business processes	3 credits	EV	A/600/9759
Unit 524	Recruit staff in own area of responsibility	4 credits	EV	T/600/9663
04438	**OCR Level 2 Certificate in Principles of Business and Administration**		**13 credits**	**500/9750/7**
Made up of: • Units 201–203 (11 credits) • At least 2 credits from Units 204–206 and Units 305–307. Please refer to the centre handbook for barred combinations.				
04439	**OCR Level 3 Certificate in Principles of Business and Administration**		**17 credits**	**500/9751/9**
Made up of: • Units 301–304 (15 credits) • At least two credits from Units 204, 206 and 305–307. Please refer to the centre handbook for barred combinations.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 201	Principles of personal responsibilities and working in a business environment	4 credits	CB	L/601/7638
Unit 202	Principles of providing administrative services	4 credits	CB	R/601/7639
Unit 203	Principles of managing information and producing documents	3 credits	CB	J/601/7640
Unit 204	Principles of supporting change in a business environment	1 credit	CB	L/601/7641
Unit 205	Principles of supporting business events	1 credit	CB	R/601/7642
Unit 206	Principles of maintaining stationery stock	1 credit	CB	Y/601/7643
Unit 301	Principles of personal responsibilities and how to develop and evaluate own performance at work	4 credits	CB	D/601/7644
Unit 302	Principles of working with and supervising others in a business environment	3 credits	CB	H/601/7645
Unit 303	Principles of managing information and producing documents in a business environment	4 credits	CB	M/601/7647
Unit 304	Principles of providing and maintaining administrative services	4 credits	CB	M/601/7650
Unit 305	Principles of project management	2 credits	CB	A/601/7652
Unit 306	Principles of budgets in a business environment	2 credits	CB	F/601/7653
Unit 307	Principles of contributing to innovation and change	2 credits	CB	J/601/7654
10337	**OCR Level 4 Diploma in Business and Administration**		**40 credits**	**600/8145/4**
Made up of: • Units 1–8.				
Unit 1	Supporting business activities	5 credits	M	A/503/6143
Unit 2	Managing sustainability and risk	5 credits	M	F/503/6144
Unit 3	Communicating in business	5 credits	M	J/503/6145
Unit 4	Culture and ethics in a business environment	5 credits	M	K/503/6140
Unit 5	Business administration systems	5 credits	M	L/503/6146
Unit 6	Managing people and performance in a business environment	5 credits	M	M/503/6141
Unit 7	Personal effectiveness in a business environment	5 credits	M	T/503/6139
Unit 8	Managing business facilities	5 credits	M	T/503/6142
10382	**OCR Level 1 Certificate in Business Administration**		**25 credits**	**601/3675/3**
Made up of: • Units 1–6 • A minimum of 8 credits from Units 7–19. A minimum of 25 credits must be achieved at Level 1 or above.				
Unit 1	Principles of personal performance and development (Level 1)	3 credits	EV	L/506/1791
Unit 2	Principles of working in a business environment (Level 1)	4 credits	EV	R/506/1792
Unit 3	Work with others in a business environment (Level 1)	2 credits	EV	Y/506/1793

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Health and safety in a business environment (Level 1)	2 credits	EV	D/506/1794
Unit 5	Principles of business communication (Level 1)	3 credits	EV	A/506/1804
Unit 6	Principles of business administration (Level 1)	3 credits	EV	F/506/1805
Unit 7	Manage time and workload (Level 1)	1 credit	EV	H/506/1795
Unit 8	Use a telephone and voicemail system (Level 1)	2 credits	EV	K/506/1796
Unit 9	Prepare text from notes (Level 1)	2 credits	EV	M/506/1797
Unit 10	Meet and welcome visitors in a business environment (Level 1)	2 credits	EV	A/506/1799
Unit 11	Handle mail (Level 1)	1 credit	EV	K/506/1801
Unit 12	Use office equipment (Level 1)	2 credits	EV	T/506/1803
Unit 13	Produce business documents (Level 2)	3 credits	EV	Y/506/1809
Unit 14	Store and retrieve information (Level 2)	4 credits	EV	R/506/1811
Unit 15	Communication in a business environment (Level 2)	3 credits	EV	H/506/1893
Unit 16	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 17	Deal with customer queries, requests and problems (Level 1)	3 credits	EV	A/506/2113
Unit 18	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 19	Word processing software (Level 1)	3 credits	EV	L/502/4627
10383	**OCR Level 2 Diploma in Business Administration**		**45 credits**	**601/3740/X**
Made up of: • Units 1–6 • A minimum of 14 credits from Units 7–36 • A maximum of 10 credits from Units 37–49 • A maximum of 6 credits from Units 50–60. A minimum of 36 credits must be achieved at Level 2 or above.				
Unit 1	Communication in a business environment (Level 2)	3 credits	EV	H/506/1893
Unit 2	Principles of providing administrative services (Level 2)	4 credits	EV	J/506/1899
Unit 3	Principles of business document production and information management (Level 2)	3 credits	EV	T/506/1901
Unit 4	Understand employer organisations(Level 2)	4 credits	EV	A/506/1964
Unit 5	Manage personal performance and development (Level 2)	4 credits	EV	L/506/1788
Unit 6	Develop working relationships with colleagues (Level 2)	3 credits	EV	R/506/1789
Unit 7	Manage diary systems (Level 2)	2 credits	EV	L/506/1807
Unit 8	Produce business documents (Level 2)	3 credits	EV	Y/506/1809
Unit 9	Collate and report data (Level 2)	3 credits	EV	L/506/1810
Unit 10	Store and retrieve information (Level 2)	4 credits	EV	R/506/1811
Unit 11	Produce minutes of meetings (Level 2)	3 credits	EV	Y/506/1812
Unit 12	Handle mail (Level 2)	3 credits	EV	D/506/1813
Unit 13	Provide reception services (Level 2)	3 credits	EV	H/506/1814

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 14	Prepare text from notes using touch typing (Level 2)	4 credits	EV	K/506/1815
Unit 15	Prepare text from shorthand (Level 2)	6 credits	EV	M/506/1816
Unit 16	Prepare text from recorded audio instruction (Level 2)	4 credits	EV	T/506/1817
Unit 17	Archive information (Level 2)	3 credits	EV	T/506/1865
Unit 18	Maintain and issue stationery and supplies (Level 2)	3 credits	EV	Y/506/2295
Unit 19	Use and maintain office equipment (Level 2)	2 credits	EV	J/506/1868
Unit 20	Contribute to the organisation of an event (Level 2)	3 credits	EV	L/506/1869
Unit 21	Organise business travel or accommodation (Level 2)	4 credits	EV	D/506/1875
Unit 22	Provide administrative support for meetings (Level 2)	4 credits	EV	H/506/1876
Unit 23	Administer human resource records (Level 2)	3 credits	EV	T/506/1879
Unit 24	Administer the recruitment and selection process (Level 2)	3 credits	EV	A/506/1883
Unit 25	Administer parking dispensations (Level 2)	3 credits	EV	R/506/1887
Unit 26	Administer finance (Level 2)	4 credits	EV	R/506/1890
Unit 27	Buddy a colleague to develop their skills (Level 2)	3 credits	EV	M/506/1895
Unit 28	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 29	Health and safety in a business environment (Level 1)	2 credits	EV	D/506/1794
Unit 30	Use a telephone and voicemail system (Level 1)	2 credits	EV	K/506/1796
Unit 31	Meet and welcome visitors in a business environment (Level 1)	2 credits	EV	A/506/1799
Unit 32	Develop a presentation (Level 3)	3 credits	EV	K/506/1913
Unit 33	Deliver a presentation (Level 3)	3 credits	EV	M/506/1914
Unit 34	Contribute to the development and implementation of an information system (Level 3)	6 credits	EV	A/506/1916
Unit 35	Monitor information systems (Level 3)	8 credits	EV	F/506/1917
Unit 36	Analyse and present business data (Level 3)	6 credits	EV	M/506/1945
Unit 37	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 38	Word processing software (Level 2)	4 credits	EV	R/502/4628
Unit 39	Website software (Level 2)	4 credits	EV	R/502/4631
Unit 40	Spreadsheet software (Level 2)	4 credits	EV	F/502/4625
Unit 41	Presentation software (Level 2)	4 credits	EV	M/502/4622
Unit 42	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 43	Data management software (Level 2)	3 credits	EV	J/502/4559
Unit 44	Deliver customer service (Level 2)	5 credits	EV	A/506/2130
Unit 45	Process information about customers (Level 2)	3 credits	EV	R/506/2134
Unit 46	Develop customer relationships (Level 2)	3 credits	EV	Y/506/2149
Unit 47	Participate in a project (Level 3)	3 credits	EV	F/506/1934
Unit 48	Processing customers' financial transactions (Level 2)	4 credits	EV	F/601/8320
Unit 49	Payroll processing (Level 2)	5 credits	EV	T/505/1238
Unit 50	Understand the use of research in business (Level 2)	6 credits	EV	A/506/1818
Unit 51	Understand the legal context of business (Level 3)	6 credits	EV	D/506/1939
Unit 52	Principles of customer relationships (Level 2)	3 credits	EV	K/503/8194
Unit 53	Principles of team leading (Level 2)	5 credits	EV	R/506/2294
Unit 54	Principles of equality and diversity in the workplace (Level 2)	2 credits	EV	J/506/1806
Unit 55	Principles of marketing theory (Level 2)	4 credits	EV	D/502/9928
Unit 56	Principles of digital marketing (Level 2)	5 credits	EV	D/502/9931

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 57	Understand working in a customer service environment (Level 1)	3 credits	EV	L/506/2083
Unit 58	Know how to publish, integrate and share using social media (Level 2)	5 credits	EV	R/505/3515
Unit 59	Exploring social media (Level 2)	2 credits	EV	F/505/6880
Unit 60	Understand the safe use of online and social media platforms (Level 2)	4 credits	EV	L/505/3514
10384	**OCR Level 3 Diploma in Business Administration**		**58 credits**	**601/3676/5**
Made up of: • Units 1-5 • A minimum of 13 credits from Units 6–42 • A maximum of 10 credits from Units 43–69 • A maximum of 8 credits from Units 70–77. A minimum of 40 credits must be achieved at Level 3 or above. Barred combinations: • Only one of Units 13 and 31 • Only one of Units 52 and 58.				
Unit 1	Communicate in a business environment (Level 3)	4 credits	EV	Y/506/1910
Unit 2	Manage personal and professional development (Level 3)	3 credits	EV	T/506/2952
Unit 3	Principles of business communication and information (Level 3)	4 credits	EV	R/506/1940
Unit 4	Principles of administration (Level 3)	6 credits	EV	Y/506/1941
Unit 5	Principles of business (Level 3)	10 credits	EV	D/506/1942
Unit 6	Contribute to the improvement of business performance (Level 3)	6 credits	EV	D/506/1911
Unit 7	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 8	Develop a presentation (Level 3)	3 credits	EV	K/506/1913
Unit 9	Deliver a presentation (Level 3)	3 credits	EV	M/506/1914
Unit 10	Create bespoke business documents (Level 3)	4 credits	EV	T/506/1915
Unit 11	Contribute to the development and implementation of an information system (Level 3)	6 credits	EV	A/506/1916
Unit 12	Monitor information systems (Level 3)	8 credits	EV	F/506/1917
Unit 13	Evaluate the provision of business travel or accommodation (Level 3)	5 credits	EV	J/506/1918
Unit 14	Provide administrative support in schools (Level 3)	5 credits	EV	L/506/1919
Unit 15	Administer parking and traffic challenges, representations and civil parking appeals (Level 3)	5 credits	EV	F/506/1920
Unit 16	Administer statutory parking and traffic appeals (Level 3)	6 credits	EV	R/506/1923
Unit 17	Administer parking and traffic debt recovery (Level 3)	5 credits	EV	T/506/1932
Unit 18	Administer legal files (Level 3)	5 credits	EV	J/506/1935
Unit 19	Build legal case files (Level 3)	5 credits	EV	L/506/1936
Unit 20	Manage legal case files (Level 3)	5 credits	EV	Y/506/1938
Unit 21	Manage an office facility (Level 3)	4 credits	EV	K/506/1944

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 22	Analyse and present business data (Level 3)	6 credits	EV	M/506/1945
Unit 23	Produce business documents (Level 2)	3 credits	EV	Y/506/1809
Unit 24	Store and retrieve information (Level 2)	4 credits	EV	R/506/1811
Unit 25	Produce minutes of meetings (Level 2)	3 credits	EV	Y/506/1812
Unit 26	Handle mail (Level 2)	3 credits	EV	D/506/1813
Unit 27	Prepare text from shorthand (Level 2)	6 credits	EV	M/506/1816
Unit 28	Prepare text from recorded audio instruction (Level 2)	4 credits	EV	T/506/1817
Unit 29	Maintain and issue stationery and supplies (Level 2)	3 credits	EV	Y/506/2295
Unit 30	Contribute to the organisation of an event (Level 2)	3 credits	EV	L/506/1869
Unit 31	Organise business travel or accommodation (Level 2)	4 credits	EV	D/506/1875
Unit 32	Provide administrative support for meetings (Level 2)	4 credits	EV	H/506/1876
Unit 33	Administer human resource records (Level 2)	3 credits	EV	T/506/1879
Unit 34	Administer the recruitment and selection process (Level 2)	3 credits	EV	A/506/1883
Unit 35	Administer parking dispensations (Level 2)	3 credits	EV	R/506/1887
Unit 36	Administer finance (Level 2)	4 credits	EV	R/506/1890
Unit 37	Buddy a colleague to develop their skills (Level 2)	3 credits	EV	M/506/1895
Unit 38	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 39	Support environmental sustainability in a business environment (Level 4)	4 credits	EV	R/506/1954
Unit 40	Resolve administrative problems (Level 4)	6 credits	EV	D/506/1956
Unit 41	Prepare specifications for contracts (Level 4)	4 credits	EV	H/506/1957
Unit 42	Prepare text from notes using touch typing (Level 2)	4 credits	EV	K/506/1815
Unit 43	Promote equality, diversity and inclusion in the workplace (Level 3)	3 credits	EV	T/506/1820
Unit 44	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 45	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 46	Manage individuals' development in the workplace (Level 3)	3 credits	EV	L/506/1922
Unit 47	Chair and lead meetings (Level 3)	3 credits	EV	Y/506/1924
Unit 48	Encourage innovation (Level 3)	4 credits	EV	J/506/2292
Unit 49	Procure products and/or services (Level 3)	5 credits	EV	M/506/1928
Unit 50	Implement change (Level 3)	5 credits	EV	T/506/1929
Unit 51	Implement and maintain business continuity plans and processes (Level 3)	4 credits	EV	K/506/1930
Unit 52	Participate in a project (Level 3)	3 credits	EV	F/506/1934
Unit 53	Develop and maintain professional networks (Level 4)	3 credits	EV	J/506/1949
Unit 54	Develop and implement an operational plan (Level 4)	5 credits	EV	Y/506/1955
Unit 55	Manage physical resources (Level 4)	4 credits	EV	K/506/1989
Unit 56	Prepare for and support quality audits (Level 4)	3 credits	EV	K/506/1992
Unit 57	Manage a budget (Level 4)	4 credits	EV	A/506/1995
Unit 58	Manage a project (Level 4)	7 credits	EV	R/506/1999
Unit 59	Manage business risk (Level 4)	6 credits	EV	L/506/2004
Unit 60	Recruitment, selection and induction practice (Level 4)	6 credits	EV	R/506/2909
Unit 61	Organise and deliver customer service (Level 3)	5 credits	EV	L/506/2150
Unit 62	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151
Unit 63	Using email (Level 3)	3 credits	EV	T/502/4301

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Unit 64	Word processing software (Level 3)	6 credits	EV	Y/502/4629
Unit 65	Website software (Level 3)	5 credits	EV	Y/502/4632
Unit 66	Spreadsheet software (Level 3)	6 credits	EV	J/502/4626
Unit 67	Presentation software (Level 3)	6 credits	EV	T/502/4623
Unit 68	Bespoke software (Level 3)	4 credits	EV	J/502/4397
Unit 69	Database software (Level 3)	6 credits	EV	T/502/4556
Unit 70	Principles of leadership and management (Level 3)	8 credits	EV	F/506/2596
Unit 71	Principles of market research (Level 3)	5 credits	EV	K/502/9933
Unit 72	Principles of marketing and evaluation (Level 3)	7 credits	EV	T/502/9935
Unit 73	Principles of digital marketing and research (Level 3)	7 credits	EV	F/502/9937
Unit 74	Principles of marketing stakeholder relationships (Level 3)	3 credits	EV	J/502/9938
Unit 75	Understand the customer service environment (Level 3)	5 credits	EV	Y/506/2152
Unit 76	Understand the legal context of business (Level 3)	6 credits	EV	D/506/1939
Unit 77	Principles of social media within a business (Level 3)	6 credits	EV	R/503/9324
10385	**OCR Level 4 NVQ Diploma in Business Administration**		**57 credits**	**601/3677/7**
Made up of: • Units 1–4 • A minimum of 26 credits from Units 5–18 • A maximum of 13 credits from Units 19–44. A minimum of 30 credits must be achieved at Level 4 or above. Barred combinations: • Only one of Units 29 and 32.				
Unit 1	Communicate in a business environment (Level 3)	4 credits	EV	Y/506/1910
Unit 2	Resolve administrative problems (Level 4)	6 credits	EV	D/506/1956
Unit 3	Manage the work of an administrative function (Level 4)	5 credits	EV	T/506/1946
Unit 4	Manage personal and professional development (Level 3)	3 credits	EV	T/506/2952
Unit 5	Contribute to the design and development of an information system (Level 4)	5 credits	EV	A/506/1950
Unit 6	Manage information systems (Level 4)	6 credits	EV	F/506/1951
Unit 7	Support environmental sustainability in a business environment (Level 4)	4 credits	EV	R/506/1954
Unit 8	Prepare specifications for contracts (Level 4)	4 credits	EV	H/506/1957
Unit 9	Manage events (Level 4)	6 credits	EV	M/506/1959
Unit 10	Contribute to the improvement of business performance (Level 3)	6 credits	EV	D/506/1911
Unit 11	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 12	Develop a presentation (Level 3)	3 credits	EV	K/506/1913
Unit 13	Deliver a presentation (Level 3)	3 credits	EV	M/506/1914
Unit 14	Create bespoke business documents (Level 3)	4 credits	EV	T/506/1915
Unit 15	Monitor information systems (Level 3)	8 credits	EV	F/506/1917
Unit 16	Evaluate the provision of business travel or accommodation (Level 3)	5 credits	EV	J/506/1918

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Unit 17	Manage an office facility (Level 3)	4 credits	EV	K/506/1944
Unit 18	Analyse and present business data (Level 3)	6 credits	EV	M/506/1945
Unit 19	Develop and maintain professional networks (Level 4)	3 credits	EV	J/506/1949
Unit 20	Develop and implement an operational plan (Level 4)	5 credits	EV	Y/506/1955
Unit 21	Encourage learning and development (Level 4)	3 credits	EV	M/506/1962
Unit 22	Initiate and implement operational change (Level 4)	4 credits	EV	T/506/1980
Unit 23	Develop working relationships with stakeholders (Level 4)	4 credits	EV	F/506/1982
Unit 24	Manage physical resources (Level 4)	4 credits	EV	K/506/1989
Unit 25	Prepare for and support quality audits (Level 4)	3 credits	EV	K/506/1992
Unit 26	Conduct quality audits (Level 4)	3 credits	EV	T/506/1994
Unit 27	Manage a budget (Level 4)	4 credits	EV	A/506/1995
Unit 28	Manage a project (Level 4)	7 credits	EV	R/506/1999
Unit 29	Manage business risk (Level 4)	6 credits	EV	L/506/2004
Unit 30	Manage knowledge in an organisation (Level 4)	5 credits	EV	A/506/2032
Unit 31	Recruitment, selection and induction practice (Level 4)	6 credits	EV	R/506/2909
Unit 32	Establish business risk management processes (Level 5)	5 credits	EV	J/506/2048
Unit 33	Promote equality of opportunity, diversity and inclusion (Level 5)	5 credits	EV	R/506/2053
Unit 34	Design business processes (Level 5)	5 credits	EV	D/506/2055
Unit 35	Optimise the use of technology (Level 5)	6 credits	EV	F/506/2064
Unit 36	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 37	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 38	Chair and lead meetings (Level 3)	3 credits	EV	Y/506/1924
Unit 39	Encourage innovation (Level 3)	4 credits	EV	J/506/2292
Unit 40	Manage conflict within a team (Level 3)	5 credits	EV	K/506/1927
Unit 41	Procure products and/or services (Level 3)	5 credits	EV	M/506/1928
Unit 42	Implement and maintain business continuity plans and processes (Level 3)	4 credits	EV	K/506/1930
Unit 43	Collaborate with other departments (Level 3)	3 credits	EV	M/506/1931
Unit 44	Champion customer service (Level 4)	4 credits	EV	D/506/2153

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10186	**OCR Level 1 Award in Business Skills**		**8 credits**	**600/0531/2**
Certification only: last certification date is 31 December 2014. Candidates must achieve 8 credits overall, of which 5 at Level 1. Made up of: • 2 credits from Group A • 6 credits from Groups A–C. Please refer to the centre handbook for barred combinations.				
10187	**OCR Level 1 Certificate in Business Skills**		**18 credits**	**600/0528/2**
Certification only: last certification date is 31 December 2014. Candidates must achieve 18 credits overall, of which 12 at Level 1. Made up of: • 4 credits from Group A1 • 4 credits from Group A2 • 10 credits from Groups A–C – with a **maximum** of 6 credits from Group C Please refer to the centre handbook for barred combinations.				
Group A1: Business and Administration units				
Unit 01A	Assist in handling mail (Level 1)	2 credits	EV	L/601/2455
Unit 02A	Communicate in a business environment (Level 1)	4 credits	EV	F/601/2453
Unit 03A	Improve own performance in a business environment (Level 1)	1 credit	EV	T/601/2448
Unit 04A	Make and receive telephone calls (Level 1	3 credits	EV	K/601/2446
Unit 05A	Manage own performance in a business environment (Level 1)	2 credits	EV	M/601/2447
Unit 06A	Solve business problems (Level 1)	3 credits	EV	M/601/2450
Unit 07A	Use a filing system (Level 1)	2 credits	EV	Y/601/2460
Unit 08A	Work in a business environment (Level 1)	3 credits	EV	A/601/2449
Unit 09A	Work with other people in a business environment (Level 1)	2 credits	EV	A/601/2452
Unit 11A	Handle mail (Level 2)	3 credits	EV	T/601/2479
Unit 12A	Improve own performance in a business environment (Level 2)	2 credits	EV	L/601/2469
Unit 13A	Manage own performance in a business environment (Level 2)	2 credits	EV	F/601/2467
Unit 15A	Produce documents in a business environment (Level 2)	4 credits	EV	T/601/2482
Unit 17A	Respond to change in a business environment (Level 2)	3 credits	EV	F/601/2517
Unit 18A	Solve business problems (Level 2)	4 credits	EV	L/601/2472
Unit 19A	Support the organisation of business travel or accommodation (Level 2)	3 credits	EV	Y/601/2510
Unit 20A	Support the organisation of meetings (Level 2)	4 credits	EV	T/601/2515
Unit 22A	Use a diary system (Level 2)	3 credits	EV	K/601/2477

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 23A	Use office equipment (Level 2)	4 credits	EV	H/601/2493
Unit 24A	Work in a business environment (Level 2)	2 credits	EV	F/601/2470
Unit 25A	Work with other people in a business environment (Level 2)	3 credits	EV	Y/601/2474
Group A2: Customer Service units				
Unit 43A	Adapt your behaviour to give a good customer service impression (Level 1)	5 credits	EV	L/601/1211
Unit 44A	Maintain a positive and customer-friendly attitude (Level 1)	5 credits	EV	R/601/1209
Unit 45A	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
Unit 46A	Communicate effectively with customers (Level 2)	5 credits	EV	R/601/1212
Unit 47A	Deal with customers face to face (Level 2)	5 credits	EV	T/601/1221
Unit 51A	Follow the rules to deliver customer service (Level 2)	4 credits	EV	L/601/1614
Group B				
ITQ units				
Unit 01B	Bespoke software (Level 1)	2 credits	EV	A/502/4395
Unit 02B	Database software (Level 1)	3 credits	EV	H/502/4553
Unit 03B	Desktop publishing software (Level 1)	3 credits	EV	Y/502/4565
Unit 04B	Improving productivity using IT (Level 1)	3 credits	EV	T/502/4153
Unit 05B	IT security for users (Level 1)	1 credit	EV	R/502/4256
Unit 06B	Presentation software (Level 1)	3 credits	EV	K/502/4621
Unit 08B	Spreadsheet software (Level 1)	3 credits	EV	A/502/4624
Unit 09B	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 10B	Using the Internet (Level 1)	3 credits	EV	T/502/4296
Unit 11B	Website software (Level 1)	3 credits	EV	L/502/4630
Unit 12B	Word processing software (Level 1)	3 credits	EV	L/502/4627
Unit 13B	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 14B	Database software (Level 2)	4 credits	EV	M/502/4555
Unit 15B	Desktop publishing software (Level 2)	4 credits	EV	D/502/4566
Unit 16B	Improving productivity using IT (Level 2)	4 credits	EV	J/502/4156
Unit 17B	Presentation software (Level 2)	4 credits	EV	M/502/4622
Unit 19B	Spreadsheet software (Level 2)	4 credits	EV	F/502/4625
Unit 20B	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 22B	Website software (Level 2)	4 credits	EV	R/502/4631
Unit 23B	Word processing software (Level 2)	4 credits	EV	R/502/4628
Team Leading and Management unit				
Unit 34B	Participate in meetings (Level 2)	2 credits	EV	H/600/9688

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Bookkeeping and Accounting units				
Unit C1	Record routine bookkeeping transactions using a computerised system (Level 1)	2 credits	E	R/601/3641
Unit C2	Prepare and record sales and purchase documents using a computerised system (Level 1)	2 credits	E	D/601/3643
Unit M1	Preparing and processing book-keeping documents (Level 1)	1 credit	E	M/600/8740
Unit M2	Recording credit transactions (Level 1)	1 credit	E	A/600/8742
Unit M3	Making and receiving payments (Level 1)	1 credit	E	J/600/8744
Unit M4	Recording receipts and payments (Level 1)	1 credit	E	L/600/8745
Unit M5	Maintaining petty cash records (Level 1)	1 credit	E	R/600/8746
Group C: Text Processing (Business Professional) units				
00004	Text Production - Screen Reader (Level 1)	4 credits	W	A/501/5812
06966	Text Production (Level 1)	4 credits	W	J/501/4081
06967	Audio-Transcription (Level 1)	4 credits	W	F/501/4130
06971	Mailmerge (Level 1)	4 credits	W	T/501/4173
06974	Word Processing (Level 1)	4 credits	W	Y/501/4070
00005	Text Production - Screen Reader (Level 2)	5 credits	W	Y/501/6322
06975	Text Production (Level 2)	5 credits	W	R/501/6318
06976	Audio-Transcription (Level 2)	4 credits	W	K/501/4221
06978	Document Presentation (Level 2)	5 credits	W	Y/501/4232
06994	Mailmerge (Level 2)	5 credits	W	Y/501/4229
06999	Word Processing (Level 2)	5 credits	W	A/501/4224
10188	**OCR Level 2 Award in Business Skills**		**10 credits**	**600/0533/6**
Certification only: last certification date is 31 December 2014. Candidates must achieve 10 credits overall, of which 7 at Level 2. Made up of: • 3 credits from Group A • 7 credits from Groups A–C Please refer to the centre handbook for barred combinations.				
10189	**OCR Level 2 Certificate in Business Skills**		**25 credits**	**600/0537/3**
Certification only: last certification date is 31 December 2014. Candidates must achieve 25 credits overall, of which 16 at Level 2. Made up of: • 5 credits from Group A1 • 5 credits from Group A2 • 15 credits from Groups A–C – with a **maximum** of 7 credits from Group C Please refer to the centre handbook for barred combinations.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10190	**OCR Level 2 Diploma in Business Skills**		**37 credits**	**600/0405/8**
Certification only: last certification date is 31 December 2014. Candidates must achieve 37 credits overall, of which 24 at Level 2. Made up of: • 5 credits from Group A1 • 5 credits from Group A2 • 27 credits from Groups A–C – with a **maximum** of 10 credits from Group C Please refer to the centre handbook for barred combinations.				
Group A1: Business and Administration units				
Unit 10A	Communicate in a business environment (Level 2)	3 credits	EV	D/601/2475
Unit 11A	Handle mail (Level 2)	3 credits	EV	T/601/2479
Unit 12A	Improve own performance in a business environment (Level 2)	2 credits	EV	L/601/2469
Unit 13A	Manage own performance in a business environment (Level 2)	2 credits	EV	F/601/2467
Unit 14A	Organise and report data (Level 2)	3 credits	EV	R/601/2487
Unit 15A	Produce documents in a business environment (Level 2)	4 credits	EV	T/601/2482
Unit 16A	Research information (Level 2)	4 credits	EV	Y/601/2488
Unit 17A	Respond to change in a business environment (Level 2)	3 credits	EV	F/601/2517
Unit 18A	Solve business problems (Level 2)	4 credits	EV	L/601/2472
Unit 19A	Support the organisation of business travel or accommodation (Level 2)	3 credits	EV	Y/601/2510
Unit 20A	Support the organisation of meetings (Level 2)	4 credits	EV	T/601/2515
Unit 21A	Take minutes (Level 2)	4 credits	EV	M/601/2478
Unit 22A	Use a diary system (Level 2)	3 credits	EV	K/601/2477
Unit 23A	Use office equipment (Level 2)	4 credits	EV	H/601/2493
Unit 24A	Work in a business environment (Level 2)	2 credits	EV	F/601/2470
Unit 25A	Work with other people in a business environment (Level 2)	3 credits	EV	Y/601/2474
Unit 27A	Analyse and report data (Level 3)	6 credits	EV	Y/601/2538
Unit 28A	Communicate in a business environment (Level 3)	3 credits	EV	K/601/2527
Unit 29A	Contribute to decision-making in a business environment (Level 3)	3 credits	EV	Y/601/2524
Unit 30A	Contribute to running a project (Level 3)	5 credits	EV	J/601/2549
Unit 31A	Deliver a presentation (Level 3)	3 credits	EV	T/601/2529
Unit 32A	Design and produce documents in a business environment (Level 3)	4 credits	EV	M/601/2531
Unit 33A	Develop a presentation (Level 3)	3 credits	EV	M/601/2528
Unit 34A	Evaluate and improve own performance in a business environment (Level 3)	3 credits	EV	F/601/2520

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 35A	Manage own performance in a business environment (Level 3)	3 credits	EV	L/601/2519
Unit 36A	Organise business travel or accommodation (Level 3)	5 credits	EV	H/601/2543
Unit 37A	Plan and organise meetings (Level 3)	5 credits	EV	D/601/2542
Unit 38A	Solve business problems (Level 3)	4 credits	EV	L/601/2522
Unit 39A	Work in a business environment (Level 3)	4 credits	EV	J/601/2521
Unit 40A	Work with other people in a business environment (Level 3)	4 credits	EV	R/601/2523
Group A2: Customer Service units				
Unit 43A	Adapt your behaviour to give a good customer service impression (Level 1)	5 credits	EV	L/601/1211
Unit 45A	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
Unit 46A	Communicate effectively with customers (Level 2)	5 credits	EV	R/601/1212
Unit 47A	Deal with customers face to face (Level 2)	5 credits	EV	T/601/1221
Unit 48A	Deliver customer service to difficult customers (Level 2)	6 credits	EV	T/601/1512
Unit 49A	Deliver reliable customer service (Level 2)	5 credits	EV	J/601/1210
Unit 50A	Develop customer relationships (Level 2)	6 credits	EV	T/601/1526
Unit 51A	Follow the rules to deliver customer service (Level 2)	4 credits	EV	L/601/1614
Unit 52A	Give customers a positive impression of yourself and your organisation (Level 2)	5 credits	EV	L/601/0933
Unit 53A	Resolve customer service problems (Level 2)	6 credits	EV	M/601/1511
Unit 54A	Support customer service improvements (Level 2)	5 credits	EV	A/601/1530
Unit 55A	Deal with customers in writing or electronically (Level 3)	6 credits	EV	R/601/1226
Unit 56A	Improve the customer relationship (Level 3)	7 credits	EV	H/601/1232
Unit 57A	Monitor and solve customer service problems (Level 3)	6 credits	EV	J/601/1515
Unit 58A	Organise the delivery of reliable customer service (Level 3)	6 credits	EV	Y/601/1230
Unit 59A	Promote continuous improvement (Level 3)	7 credits	EV	H/601/1554
Unit 60A	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553
Group B				
ITQ units				
Unit 01B	Bespoke software (Level 1)	2 credits	EV	A/502/4395
Unit 02B	Database software (Level 1)	3 credits	EV	H/502/4553
Unit 03B	Desktop publishing software (Level 1)	3 credits	EV	Y/502/4565
Unit 04B	Improving productivity using IT (Level 1)	3 credits	EV	T/502/4153

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 05B	IT security for users (Level 1)	1 credit	EV	R/502/4256
Unit 06B	Presentation software (Level 1)	3 credits	EV	K/502/4621
Unit 07B	Project management software (Level 1)	3 credits	EV	K/502/4618
Unit 08B	Spreadsheet software (Level 1)	3 credits	EV	A/502/4624
Unit 09B	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 11B	Website software (Level 1)	3 credits	EV	L/502/4630
Unit 12B	Word processing software (Level 1)	3 credits	EV	L/502/4627
Unit 13B	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 14B	Database software (Level 2)	4 credits	EV	M/502/4555
Unit 15B	Desktop publishing software (Level 2)	4 credits	EV	D/502/4566
Unit 16B	Improving productivity using IT (Level 2)	4 credits	EV	J/502/4156
Unit 17B	Presentation software (Level 2)	4 credits	EV	M/502/4622
Unit 18B	Project management software (Level 2)	4 credits	EV	M/502/4619
Unit 19B	Spreadsheet software (Level 2)	4 credits	EV	F/502/4625
Unit 20B	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 21B	Using the Internet (Level 2)	4 credits	EV	A/502/4297
Unit 22B	Website software (Level 2)	4 credits	EV	R/502/4631
Unit 23B	Word processing software (Level 2)	4 credits	EV	R/502/4628
Unit 24B	Bespoke software (Level 3)	4 credits	EV	J/502/4397
Unit 25B	Database software (Level 3)	6 credits	EV	T/502/4556
Unit 26B	Desktop publishing software (Level 3)	5 credits	EV	H/502/4567
Unit 27B	Improving productivity using IT (Level 3)	5 credits	EV	L/502/4157
Unit 28B	Presentation software (Level 3)	6 credits	EV	T/502/4623
Unit 30B	Spreadsheet software (Level 3)	6 credits	EV	J/502/4626
Unit 31B	Using email (Level 3)	3 credits	EV	T/502/4301
Unit 32B	Website software (Level 3)	5 credits	EV	Y/502/4632
Unit 33B	Word processing software (Level 3)	6 credits	EV	Y/502/4629
Team Leading and Management units				
Unit 34B	Participate in meetings (Level 2)	2 credits	EV	H/600/9688
Unit 35B	Lead and manage meetings (Level 3)	4 credits	EV	Y/600/9686
Unit 36B	Make effective decisions (Level 3)	3 credits	EV	F/600/9715
Unit 37B	Manage conflict in a team (Level 3)	3 credits	EV	R/600/9685
Unit 38B	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 40B	Support team members in identifying, developing and implementing new ideas (Level 3)	4 credits	EV	L/600/9636
Specialist HR units				
Unit 44B	Administer human resource records (Level 2)	3 credits	E	T/601/2790
Unit 45B	Administer the recruitment and selection process (Level 2)	4 credits	E	A/601/2791

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Bookkeeping and Accounting units				
Unit C1	Record routine bookkeeping transactions using a computerised system (Level 1)	2 credits	E	R/601/3641
Unit C2	Prepare and record sales and purchase documents using a computerised system (Level 1)	2 credits	E	D/601/3643
Unit C3	Process routine payments and receipts using a computerised system (Level 2)	3 credits	E	A/601/3651
Unit C4	Setting up accounting software to manage accounting information (Level 2)	3 credits	E	F/601/3649
Unit C5	Carry out stock control processes using a computerised system (Level 2)	2 credits	E	F/601/3652
Unit M1	Preparing and processing book-keeping documents (Level 1)	1 credit	E	M/600/8740
Unit M2	Recording credit transactions (Level 1)	1 credit	E	A/600/8742
Unit M3	Making and receiving payments (Level 1)	1 credit	E	J/600/8744
Unit M4	Recording receipts and payments (Level 1)	1 credit	E	L/600/8745
Unit M5	Maintaining petty cash records (Level 1)	1 credit	E	R/600/8746
Unit M6	Preparing and recording financial documentation (Level 2)	2 credits	E	J/600/8758
Unit M7	Maintaining and reconciling the cashbook (Level 2)	2 credits	E	L/600/8759
Unit M8	Processing ledger transactions and extracting a trial balance (Level 2)	2 credits	E	F/600/8760
Unit M9	Maintaining control accounts (Level 2)	1 credit	E	K/600/8770
Unit M10	Maintaining the journal (Level 2)	2 credits	E	T/600/8772
Group C				
Text Processing (Business Professional) units				
00004	Text Production - Screen Reader (Level 1)	4 credits	W	A/501/5812
06966	Text Production (Level 1)	4 credits	W	J/501/4081
06967	Audio-Transcription (Level 1)	4 credits	W	F/501/4130
06971	Mailmerge (Level 1)	4 credits	W	T/501/4173
06974	Word Processing (Level 1)	4 credits	W	Y/501/4070
00005	Text Production - Screen Reader (Level 2)	5 credits	W	Y/501/6322
06975	Text Production (Level 2)	5 credits	W	R/501/6318
06976	Audio-Transcription (Level 2)	4 credits	W	K/501/4221
06978	Document Presentation (Level 2)	5 credits	W	Y/501/4232
06994	Mailmerge (Level 2)	5 credits	W	Y/501/4229
06999	Word Processing (Level 2)	5 credits	W	A/501/4224
00007	Text Production - Screen Reader (Level 3)	6 credits	W	Y/501/5820
03932	Text Production (Level 3)	6 credits	W	A/501/4210
03933	Audio-Transcription (Level 3)	5 credits	W	Y/501/6501

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Entry code	Qualification title	Credit value	Assessment	Qualification number
03934	Document Presentation (Level 3)	6 credits	W	K/501/4218
03938	Word Processing (Level 3)	6 credits	W	M/501/4219
Administration (Business Professional) units				
Unit 01C	Carry out research and prepare a report (Level 3)	4 credits	EV	T/502/3858
Unit 02C	Legislation affecting organisations (Level 3)	3 credits	EV	A/502/3859
Unit 03C	Organise a business event (Level 3)	4 credits	EV	K/502/3856
Unit 04C	Reviewing and developing office procedures (Level 3)	6 credits	EV	M/502/3857
10191	**OCR Level 3 Award in Business Skills**		**12 credits**	**600/0407/1**
Certification only: last certification date is 30 June 2015. Candidates must achieve 12 credits overall, of which 8 at Level 3. Made up of: • 4 credits from Group A • 8 credits from Groups A–C Please refer to the centre handbook for barred combinations.				
10192	**OCR Level 3 Certificate in Business Skills**		**28 credits**	**600/0408/3**
Certification only: last certification date is 30 June 2015. Candidates must achieve 28 credits overall, of which 18 at Level 3. Made up of: • 6 credits from Group A1 • 6 credits from Group A2 • 16 credits from Groups A–C – with a **maximum** of 8 credits from Group C Please refer to the centre handbook for barred combinations.				
10193	**OCR Level 3 Diploma in Business Skills**		**40 credits**	**600/0409/5**
Certification only: last certification date is 30 June 2015. Candidates must achieve 40 credits overall, of which 26 at Level 3. Made up of: • 6 credits from Group A1 • 6 credits from Group A2 • 28 credits from Groups A–C – with a **maximum** of 12 credits from Group C Please refer to the centre handbook for barred combinations.				
Group A1: Business and Administration units				
Unit 12A	Improve own performance in a business environment (Level 2)	2 credits	EV	L/601/2469
Unit 13A	Manage own performance in a business environment (Level 2)	2 credits	EV	F/601/2467
Unit 14A	Organise and report data (Level 2)	3 credits	EV	R/601/2487
Unit 16A	Research information (Level 2)	4 credits	EV	Y/601/2488
Unit 21A	Take minutes (Level 2)	4 credits	EV	M/601/2478
Unit 26A	Agree a budget (Level 3)	4 credits	EV	J/601/2552
Unit 27A	Analyse and report data (Level 3)	6 credits	EV	Y/601/2538
Unit 28A	Communicate in a business environment (Level 3)	3 credits	EV	K/601/2527
Unit 29A	Contribute to decision-making in a business environment (Level 3)	3 credits	EV	Y/601/2524

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 30A	Contribute to running a project (Level 3)	5 credits	EV	J/601/2549
Unit 31A	Deliver a presentation (Level 3)	3 credits	EV	T/601/2529
Unit 32A	Design and produce documents in a business environment (Level 3)	4 credits	EV	M/601/2531
Unit 33A	Develop a presentation (Level 3)	3 credits	EV	M/601/2528
Unit 34A	Evaluate and improve own performance in a business environment (Level 3)	3 credits	EV	F/601/2520
Unit 35A	Manage own performance in a business environment (Level 3)	3 credits	EV	L/601/2519
Unit 36A	Organise business travel or accommodation (Level 3)	5 credits	EV	H/601/2543
Unit 37A	Plan and organise meetings (Level 3)	5 credits	EV	D/601/2542
Unit 38A	Solve business problems (Level 3)	4 credits	EV	L/601/2522
Unit 39A	Work in a business environment (Level 3)	4 credits	EV	J/601/2521
Unit 40A	Work with other people in a business environment (Level 3)	4 credits	EV	R/601/2523
Unit 41A	Chair meetings (Level 4)	4 credits	EV	J/601/2566
Unit 42A	Implement, monitor and maintain administrative services (Level 4)	7 credits	EV	Y/601/2572
Group A2: Customer Service units				
Unit 46A	Communicate effectively with customers (Level 2)	5 credits	EV	R/601/1212
Unit 47A	Deal with customers face to face (Level 2)	5 credits	EV	T/601/1221
Unit 48A	Deliver customer service to difficult customers (Level 2)	6 credits	EV	T/601/1512
Unit 49A	Deliver reliable customer service (Level 2)	5 credits	EV	J/601/1210
Unit 50A	Develop customer relationships (Level 2)	6 credits	EV	T/601/1526
Unit 52A	Give customers a positive impression of yourself and your organisation (Level 2)	5 credits	EV	L/601/0933
Unit 53A	Resolve customer service problems (Level 2)	6 credits	EV	M/601/1511
Unit 54A	Support customer service improvements (Level 2)	5 credits	EV	A/601/1530
Unit 55A	Deal with customers in writing or electronically (Level 3)	6 credits	EV	R/601/1226
Unit 56A	Improve the customer relationship (Level 3)	7 credits	EV	H/601/1232
Unit 57A	Monitor and solve customer service problems (Level 3)	6 credits	EV	J/601/1515
Unit 58A	Organise the delivery of reliable customer service (Level 3)	6 credits	EV	Y/601/1230
Unit 59A	Promote continuous improvement (Level 3)	7 credits	EV	H/601/1554
Unit 60A	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Group B				
ITQ units				
Unit 13B	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 14B	Database software (Level 2)	4 credits	EV	M/502/4555
Unit 15B	Desktop publishing software (Level 2)	4 credits	EV	D/502/4566
Unit 16B	Improving productivity using IT (Level 2)	4 credits	EV	J/502/4156
Unit 17B	Presentation software (Level 2)	4 credits	EV	M/502/4622
Unit 18B	Project management software (Level 2)	4 credits	EV	M/502/4619
Unit 19B	Spreadsheet software (Level 2)	4 credits	EV	F/502/4625
Unit 20B	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 22B	Website software (Level 2)	4 credits	EV	R/502/4631
Unit 23B	Word processing software (Level 2)	4 credits	EV	R/502/4628
Unit 24B	Bespoke software (Level 3)	4 credits	EV	J/502/4397
Unit 25B	Database software (Level 3)	6 credits	EV	T/502/4556
Unit 26B	Desktop publishing software (Level 3)	5 credits	EV	H/502/4567
Unit 27B	Improving productivity using IT (Level 3)	5 credits	EV	L/502/4157
Unit 28B	Presentation software (Level 3)	6 credits	EV	T/502/4623
Unit 29B	Project management software (Level 3)	5 credits	EV	H/502/4620
Unit 30B	Spreadsheet software (Level 3)	6 credits	EV	J/502/4626
Unit 31B	Using email (Level 3)	3 credits	EV	T/502/4301
Unit 32B	Website software (Level 3)	5 credits	EV	Y/502/4632
Unit 33B	Word processing software (Level 3)	6 credits	EV	Y/502/4629
Team Leading and Management units				
Unit 34B	Participate in meetings (Level 2)	2 credits	EV	H/600/9688
Unit 35B	Lead and manage meetings (Level 3)	4 credits	EV	Y/600/9686
Unit 36B	Make effective decisions (Level 3)	3 credits	EV	F/600/9715
Unit 37B	Manage conflict in a team (Level 3)	3 credits	EV	R/600/9685
Unit 38B	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 39B	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 40B	Support team members in identifying, developing and implementing new ideas (Level 3)	4 credits	EV	L/600/9636
Unit 41B	Plan and manage a project (Level 4)	8 credits	EV	J/600/9750
Unit 42B	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 43B	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Specialist HR units				
Unit 44B	Administer human resource records (Level 2)	3 credits	E	T/601/2790

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 45B	Administer the recruitment and selection process (Level 2)	4 credits	E	A/601/2791
Bookkeeping and Accounting units				
Unit C3	Process routine payments and receipts using a computerised system (Level 2)	3 credits	E	A/601/3651
Unit C4	Setting up accounting software to manage accounting information (Level 2)	3 credits	E	F/601/3649
Unit C5	Carry out stock control processes using a computerised system (Level 2)	2 credits	E	F/601/3652
Unit M6	Preparing and recording financial documentation (Level 2)	2 credits	E	J/600/8758
Unit M7	Maintaining and reconciling the cashbook (Level 2)	2 credits	E	L/600/8759
Unit M8	Processing ledger transactions and extracting a trial balance (Level 2)	2 credits	E	F/600/8760
Unit M9	Maintaining control accounts (Level 2)	1 credit	E	K/600/8770
Unit M10	Maintaining the journal (Level 2)	2 credits	E	T/600/8772
Group C				
Text Processing (Business Professional) units				
00005	Text Production - Screen Reader (Level 2)	5 credits	W	Y/501/6322
06975	Text Production (Level 2)	5 credits	W	R/501/6318
06976	Audio-Transcription (Level 2)	4 credits	W	K/501/4221
06978	Document Presentation (Level 2)	5 credits	W	Y/501/4232
06994	Mailmerge (Level 2)	5 credits	W	Y/501/4229
06999	Word Processing (Level 2)	5 credits	W	A/501/4224
00007	Text Production - Screen Reader (Level 3)	6 credits	W	Y/501/5820
03932	Text Production (Level 3)	6 credits	W	A/501/4210
03933	Audio-Transcription (Level 3)	5 credits	W	Y/501/6501
03934	Document Presentation (Level 3)	6 credits	W	K/501/4218
03938	Word Processing (Level 3)	6 credits	W	M/501/4219
Administration (Business Professional) units				
Unit 01C	Carry out research and prepare a report (Level 3)	4 credits	EV	T/502/3858
Unit 02C	Legislation affecting organisations (Level 3)	3 credits	EV	A/502/3859
Unit 03C	Organise a business event (Level 3)	4 credits	EV	K/502/3856
Unit 04C	Reviewing and developing office procedures (Level 3)	6 credits	EV	M/502/3857
Unit 05C	Train and develop staff (Level 4)	4 credits	EV	D/502/3868

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10390	**OCR Level 2 Award in Business Banking**		**11 credits**	**601/4118/9**
Made up of: • Unit 1.				
Unit 1	Understanding the principles of business banking (Level 2)	11 credits	CB	T/506/6256

Professional Services (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10353	**OCR Level 4 Diploma in Business Accounting Practice**		**56 credits**	**601/0617/7**
Made up of: • Units 7–10, 12, 28–32, 41–42.				
10356	**OCR Level 4 Diploma in Tax**		**37 credits**	**600/6058/X**
Made up of: • Units 15, 16, 21 and 22 • At least 8 credits from Units 17–20.				
10357	**OCR Level 4 Diploma in Tax Practice**		**60 credits**	**600/5959/X**
Made up of: • Units 7–10, 12, 23, 24, 28–32.				
10354	**OCR Level 4 Diploma in Accounting and Business**		**38 credits**	**600/6059/1**
Made up of: • Units 1–6.				
10355	**OCR Level 4 Diploma in Audit Practice**		**56 credits**	**600/6041/4**
Made up of: • Units 7–14 • Units 28–32.				
10358	**OCR Level 4 Diploma in Management Consulting Practice**		**81 credits**	**600/6040/2**
Made up of: • Units 8, 10–12, 25–40.				
Unit 1	Understanding the principles of accounting	9 credits	VM	Y/504/1320
Unit 2	Understanding the assurance process and ethics informing professional behaviour	5 credits	VM	M/504/1324
Unit 3	Understanding the interaction of business operations and the finance function	6 credits	VM	K/504/1323
Unit 4	Understanding the principles of taxation	6 credits	VM	J/504/1328
Unit 5	Understanding the principles of law for business and professional services	5 credits	VM	L/504/1332
Unit 6	Understanding the principles of management information	7 credits	VM	A/504/1469
Unit 7	Working in teams	7 credits	VM	F/504/1277
Unit 8	Organising and facilitating meetings and workshops	4 credits	VM	A/504/1309

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Developing commercial awareness	4 credits	VM	T/504/1311
Unit 10	Managing personal obligations in engagement economics and internal financial management	2 credits	VM	A/504/1312
Unit 11	Preparing to work at a client's site	1 credits	VM	F/504/1313
Unit 12	Planning and delivering business communication activities	6 credits	VM	D/504/1285
Unit 13	Applying own employer's audit or assurance methodology	10 credits	VM	J/504/1314
Unit 14	Remaining up to date with current audit or assurance regulatory, professional and technical information	2 credits	VM	D/504/1304
Unit 15	Understanding an individual's personal tax liability and compliance obligations	10 credits	VM	D/504/1321
Unit 16	Understanding business taxation and accounting principles	12 credits	VM	H/504/1322
Unit 17	Understanding the payroll and VAT obligations of businesses	8 credits	VM	A/504/1472
Unit 18	Understanding the tax issues affecting corporate entities	8 credits	VM	A/504/1326
Unit 19	Understanding inheritance tax, trusts and estates	8 credits	VM	F/504/1327
Unit 20	Understanding and calculating a trader's VAT liability	8 credits	VM	L/504/1329
Unit 21	Understanding the ethical and legal framework within which a taxation practitioner operates	3 credits	VM	Y/504/1477
Unit 22	Understanding the law affecting a taxation practitioner's duties	4 credits	VM	R/504/1333
Unit 23	Applying own employer's approaches to and methodologies for tax work	14 credits	VM	L/504/1279
Unit 24	Remaining up to date with current tax regulatory, professional and technical information	3 credits	VM	L/504/1301
Unit 25	Analysing organisations using business analysis tools	3 credits	VM	Y/504/1317
Unit 26	Applying consulting methodologies to resolve client issues	5 credits	VM	T/504/1289
Unit 27	Supporting the consulting sales process	2 credits	VM	K/504/1290
Unit 28	Managing time effectively	1 credits	VM	M/504/1291
Unit 29	Evaluate and improve own performance in a business environment	4 credits	VM	R/601/2554
Unit 30	Spreadsheet software	6 credits	VM	J/502/4626
Unit 31	Presentation software	6 credits	VM	T/502/4623
Unit 32	Deliver a presentation	3 credits	VM	T/601/2529
Unit 33	Creating effective teams	2 credits	VM	L/503/5563
Unit 34	Work productively with colleagues and stakeholders	6 credits	VM	M/600/9662
Unit 35	Develop, maintain and review personal networks	4 credits	VM	R/600/9587
Unit 36	Make decisions in a business environment	4 credits	VM	H/601/2560
Unit 37	Analyse and report data	6 credits	VM	Y/601/2538
Unit 38	Carry out research and prepare a report	4 credits	VM	T/502/3858
Unit 39	Plan and manage a project	8 credits	VM	J/600/9750
Unit 40	Assess, manage and monitor risk in a business environment	4 credits	VM	H/601/2557
Unit 41	Apply management accounting techniques in the workplace	8 credits	VM	K/505/4587
Unit 42	Understanding and maintaining effective business	5 credits	VM	D/505/4585

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	relationships			
10331	**OCR Level 4 Certificate in Management Consulting**		**30 credits**	**600/6039/6**
Made up of: • Units 1–5.				
Unit 1	Understanding industry sectors and the drivers which impact them	3 credits	T	K/504/1287
Unit 2	Analysing financial statements and reports	7 credits	T	D/504/1299
Unit 3	Understanding the management consulting industry	3 credits	T	H/504/1305
Unit 4	Business environment	15 credits	T	Y/601/0546
Unit 5	Business environment, structure and governance	2 credits	T	M/602/5067
10352	**OCR Level 4 Diploma in Business Accounting**		**50 credits**	**601/0616/5**
Made up of: • Units CO1–CO5.				
Unit CO1	Applying the fundamentals of management accounting	10 credits	VM	L/505/4601
Unit CO2	Applying the fundamentals of financial accounting	10 credits	VM	R/505/4602
Unit CO3	Understanding and applying the fundamentals of business mathematics	10 credits	VM	R/505/4874
Unit CO4	Understanding the fundamentals of business economics	10 credits	VM	H/505/4605
Unit CO5	Understanding the fundamentals of ethics, corporate governance and business	10 credits	VM	K/505/4606
10339	**OCR Level 7 Diploma in Professional Services (Tax Practice)**		**121 credits**	**600/8359/1**
Made up of: • Units 1–10.				
10338	**OCR Level 7 Diploma in Professional Services (Audit and Accountancy Practice)**		**96 credits**	**600/8360/8**
Made up of: • Units 1–7 • Unit 10.				
Unit 1	Conducting research to inform client/customer issues	11 credits	VM	R/504/7990
Unit 2	Applying a strategic understanding of a client/customer sector	14 credits	VM	D/504/7992
Unit 3	Developing and implementing business recommendations	14 credits	VM	F/504/7998
Unit 4	Managing projects	10 credits	VM	Y/504/8042
Unit 5	Mobilising and managing teams	12 credits	VM	D/504/8043
Unit 6	Leading teams using effective leadership styles	14 credits	VM	H/504/8044
Unit 7	Building and managing relationships	15 credits	VM	H/504/8061
Unit 8	Leading communication activities with clients/customers	11 credits	VM	K/504/8062
Unit 9	Establishing tax implications for clients and customers	14 credits	VM	R/504/8069

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 10	Applying a reflective approach to improve professional development	6 credits	VM	J/504/8070

Text Processing (Business Professional) (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
06956	**OCR Entry Level Award in Speed Keying (Entry 3)**		**2 credits**	**500/3989/1**
Made up of unit 06965.				
06965	Speed Keying	2 credits	W	J/505/7111
06957	**OCR Entry Level Award in Initial Text Processing (Entry 3)**		**3 credits**	**500/4127/7**
Made up of: any one unit.				
06964	Text Production	3 credits	W	F/505/7110
00003	Text Production (Screen Reader)	3 credits	W	L/505/7109
06947	**OCR Level 1 Award in Text Processing (Business Professional)**		**8 credits**	**500/4126/5**
Made up of: • Unit 06966 or 00004 (4 credits) • At least 4 credits from the Entry Level, Level 1 and Level 2 optional units.				
04607	**Dyfarniad Lefel 1 OCR mewn Prosesu Testun (Busnes Proffesiynol)**		**8 credits**	**500/4126/5**
Made up of: • Unit 03945 (4 credits) • At least 4 credits from Unit 03946 or 03948.				
06948	**OCR Level 1 Certificate in Text Processing (Business Professional)**		**13 credits**	**500/4128/9**
Made up of: • At least 4 credits from one of the Level 1 core units • At least 4 credits from the Level 1 or 2 optional units • The remaining credits can come from Entry Level, Level 1 or Level 2 optional units. Credits from only one unit in each specialist area may be used in a full Certificate claim.				
06949	**OCR Level 1 Diploma in Text Processing (Business Professional)**		**37 credits**	**500/4222/1**
Made up of: • 4 credits from the Level 1 core units • At least 19 credits from the Level 1 or 2 optional units • The remaining credits can come from Entry Level, Level 1 or Level 2 optional units. Credits from only one unit in each specialist area may be used in a full Diploma claim.				
06958	**OCR Level 2 Award in Text Processing (Business Professional)**		**9 credits**	**500/3990/8**
Made up of: • Unit 06975 or 00005 (5 credits) • At least 4 credits from the Level 2 or 3 optional units.				
04608	**Dyfarniad Lefel 2 OCR mewn Prosesu Testun (Busnes Proffesiynol)**		**10 credits**	**500/3990/8**
Made up of:				

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Entry code	Qualification title	Credit value	Assess ment	Qualification number
• Unit 03947 (5 credits) • At least 5 credits from Unit 03948 or 04606.				
06959	**OCR Level 2 Certificate in Text Processing (Business Professional)**		**16 credits**	**500/4089/3**
Made up of: • Unit 06975 or 00005 (5 credits) • At least 5 credits from the Level 2 or 3 optional units • The remaining credits can come from the Entry Level, Level 1, 2 or 3 optional units. Credits from only one unit in each specialist area may be used in a full Certificate claim.				
06960	**OCR Level 2 Diploma in Text Processing (Business Professional)**		**37 credits**	**500/3997/0**
Made up of: • 5 credits from the Level 2 core units • At least 18 credits from the Level 2 or 3 optional units • The remaining credits can come from the Entry Level, Level 1, 2 or 3 optional units. Credits from only one unit in each specialist area may be used in a full Diploma claim.				
06961	**OCR Level 3 Award in Text Processing (Business Professional)**		**11 credits**	**500/4013/3**
Made up of: • Unit 03932 or 00007 (6 credits) • At least 5 credits from the Level 3 optional units.				
04609	**Dyfarniad Lefel 3 OCR mewn Prosesu Testun (Busnes Proffesiynol)**		**12 credits**	**500/4013/3**
Made up of: • Units 03949 and 04606 (12 credits).				
06962	**OCR Level 3 Certificate in Text Processing (Business Professional)**		**20 credits**	**500/3991/X**
Made up of: • 6 credits from the Level 3 core units • At least 6 credits from the Level 3 optional units • The remaining credits can come from the Entry Level or Levels 1, 2 or 3 optional units. Credits from only one unit in each specialist area may be used in a full Certificate claim.				
06963	**OCR Level 3 Diploma in Text Processing (Business Professional)**		**37 credits**	**500/3992/1**
Made up of: • 6 credits from the Level 3 core units • At least 17 credits from the Level 3 optional units • The remaining credits can come from the Entry Level, Levels 1, 2 or 3 optional units. Credits from only one unit in each specialist area may be used in a full Diploma claim.				
Entry Level optional unit				
06965	Speed Keying	2 credits	W	J/505/7111
Level 1 core units				
06966	Text Production	4 credits	W	Y/505/7078
03945	Cynhyrchu Testun	4 credits	W	Y/505/7078
00004	Text Production (Screen Reader)	4 credits	W	A/505/7073
Level 1 optional units				
06967	Audio-Transcription	4 credits	W	H/505/7083

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Entry code	Qualification title	Credit value	Assessment	Qualification number
06968	Business Presentations	4 credits	W	D/505/7079
06969	Computer Keyboard Skills	3 credits	W	K/501/4140
06970	Legal Text Processing	4 credits	W	D/505/7082
06971	Mailmerge	4 credits	W	R/505/7080
06972	Shorthand Speed Skills	4 credits	T	M/505/7085
06973	Speed Keying	4 credits	W	K/505/7084
06974	Word Processing	4 credits	W	Y/505/7081
03946	Prosesu Geiriau	4 credits	W	Y/505/7081
Level 2 core units				
06975	Text Production	5 credits	W	M/505/7152
03947	Cynhyrchu Testun	5 credits	W	M/505/7152
00005	Text Production (Screen Reader)	5 credits	W	L/505/7093
Level 2 optional units				
06976	Audio-Transcription	4 credits	W	F/505/7088
06977	Business Presentations	5 credits	W	A/505/7090
06978	Document Presentation	5 credits	W	J/505/7092
06980	Legal Audio-Transcription	5 credits	W	R/505/7094
06994	Mailmerge	5 credits	W	F/505/7091
06995	Medical Audio-Transcription	5 credits	W	A/505/7087
06996	Medical Word Processing	5 credits	W	J/505/7089
06997	Shorthand Speed Skills	5 credits	T	D/505/7096
06998	Speed Keying	4 credits	W	Y/505/7095
06999	Word Processing	5 credits	W	T/505/7086
03948	Prosesu Geiriau	5 credits	W	T/505/7086
Level 3 core units				
03932	Text Production	6 credits	W	H/505/7102
03949	Cynhyrchu Testun	6 credits	W	H/505/7102
00007	Text Production (Screen Reader)	6 credits	W	T/505/7105
Level 3 optional units				
03933	Audio-Transcription	5 credits	W	J/505/7108
03934	Document Presentation	6 credits	W	K/501/4218
03935	Legal Word Processing	6 credits	W	K/505/7103
03936	Shorthand Speed Skills	6 credits	T	A/505/7106
03937	Speed Keying	5 credits	W	F/505/7107
03938	Word Processing	6 credits	W	M/505/7104
04606	Prosesu Geiriau	6 credits	W	M/505/7104

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13.4 Business Enterprise and Support

Business Enterprise (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
06510	**◊ OCR Level 2 Award in Business Enterprise**		**6 credits**	**500/1798/6**
06511	**◊ OCR Level 3 Award in Business Enterprise**		**9 credits**	**500/1797/4**
06755	**◊ OCR Level 3 Award in Understanding Business Enterprise Activities**		**3 credits**	**500/3400/5**
Certification only: last certification date is 30 June 2015.				
09896	**OCR Level 2 Award in Preparing for a Business Venture**		**9 credits**	**600/1120/8**
Made up of: Units 1–3 (9 credits).				
09897	**OCR Level 2 Certificate in Preparing for a Business Venture**		**15 credits**	**600/1093/9**
Made up of: Units 1–3 (9 credits) plus any 2 other units.				
Unit 1	Considering a business idea	3 credits	M	T/502/9949
Unit 2	Identifying personal development needs to start a business venture	3 credits	M	K/502/9947
Unit 3	Identifying resources and location for a business venture	3 credits	M	M/502/9948
Unit 4	Attracting customers through marketing	4 credits	M	K/502/9950
Unit 5	Investigating legal issues relating to a business venture	3 credits	M	M/502/9951
Unit 6	Planning the financial management of a business venture	4 credits	M	L/502/9956
Unit 7	Understanding selling within a business venture	3 credits	M	Y/502/9958
Unit 8	Importance of business plans	3 credits	M	A/502/9967
09898	**OCR Level 3 Award in Preparing for a Business Venture**		**8 credits**	**600/1094/0**
Made up of: any 2 units.				
09899	**OCR Level 3 Certificate in Preparing for a Business Venture**		**20 credits**	**600/1095/2**
Made up of: Units 1–5 (20 credits).				
Unit 1	Attracting customers through marketing	4 credits	M	T/502/9966
Unit 2	Adhering to business legislation	4 credits	M	Y/503/0057
Unit 3	Planning the financial management of a business	4 credits	M	R/503/0073
Unit 4	Understanding how to sell a product/service	4 credits	M	Y/503/0060
Unit 5	Producing business plans for business ventures	4 credits	M	H/503/0062
10313	**OCR Level 2 Award in Business Enterprise**		**7 credits**	**600/5584/4**
Made up of:				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
• Unit 1 (2 credits) • At least 3 credits from optional Level 2 units • 2 further credits from any remaining units at Level 2 or 3. Please refer to the centre handbook for barred combinations.				
10314	**OCR Level 3 Award in Business Enterprise**		**9 credits**	**600/5439/6**
Made up of: • Unit 11 (2 credits) • At least 5 credits from optional Level 3 Units • 2 further credits from any remaining units at Level 2 or 3. Please refer to the centre handbook for barred combinations.				
Level 2 units				
Unit 1	Create the vision and values for business	2 credits	EV	A/503/8880
Unit 2	Assess personal abilities to run a business	2 credits	EV	T/503/8876
Unit 3	Build and maintain business relationships	2 credits	EV	F/503/8878
Unit 4	Comply with business legal requirements	1 credit	EV	J/503/8879
Unit 5	Estimate financial needs for a business	2 credits	EV	Y/503/8871
Unit 6	Make cash flow forecasts for own business	3 credits	EV	J/503/8882
Unit 7	Negotiation in business	2 credits	EV	R/503/8870
Unit 8	Plan to sell a product or service	2 credits	EV	Y/503/8868
Unit 9	Prepare a plan for a business	2 credits	EV	L/503/8866
Unit 10	Produce and implement a business plan for a business	2 credits	EV	R/503/8867
Level 3 units				
Unit 11	Assess personal abilities to run a business	2 credits	EV	A/503/8877
Unit 12	Build and maintain business relationships	2 credits	EV	H/503/8873
Unit 13	Comply with business legal requirements	2 credits	EV	M/503/8875
Unit 14	Estimate financial needs for a business	3 credits	EV	F/503/8881
Unit 15	Make cash flow forecasts for own business	3 credits	EV	D/503/8869
Unit 16	Negotiation in business	3 credits	EV	F/503/8864
Unit 17	Plan to sell a product or service	3 credits	EV	J/503/8865
Unit 18	Prepare a plan for a business	3 credits	EV	J/503/8963
Unit 19	Produce and implement a business plan	3 credits	EV	F/503/8962
10315	**OCR Level 1 Award in Understanding Business Enterprise**		**3 credits**	**600/5512/1**
• Made up of: 3 credits of which at least 2 must be at Level 1 • Any additional credits may be achieved from units at Level 1, 2 or 3 Please refer to the centre handbook for barred combinations.				
10316	**OCR Level 2 Award in Understanding Business Enterprise**		**4 credits**	**600/5582/0**
• Made up of: 4 credits of which at least 3 must be at Level 2 • Any additional credits may be achieved from units at Level 1, 2 or 3				

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Entry code	Qualification title	Credit value	Assess ment	Qualification number
Please refer to the centre handbook for barred combinations.				
10317	**OCR Level 3 Award in Understanding Business Enterprise**		**5 credits**	**600/5583/2**
• Made up of: 5 credits of which at least 4 must be at Level 3 • Any additional credits may be achieved from units at Level 2 or 3 Please refer to the centre handbook for barred combinations.				
Level 1 units				
Unit 1	Understand the personal qualities and abilities for business	1 credits	M	L/503/8883
Unit 2	Understand the opportunities and risks in running a business	1 credits	M	A/503/8863
Unit 3	Understand how to market a business	1 credits	M	T/503/8862
Unit 4	Understand how to make successful deals in business	1 credits	M	K/503/8857
Unit 5	Understand how to get help and support in business	1 credits	M	K/503/8860
Unit 6	Understand business planning	1 credits	M	D/503/8855
Unit 7	Understand how to manage money in a business	1 credits	M	Y/503/8854
Unit 8	Understand enterprise and enterprising skills	1 credits	M	T/503/8859
Level 2 units				
Unit 9	Understand the personal qualities and abilities for business	1 credits	M	K/503/8874
Unit 10	Understand the opportunities and risks in running a business	1 credits	M	K/503/8888
Unit 11	Understand how to market a business	2 credits	M	D/503/8886
Unit 12	Understand how to negotiate in business	1 credits	M	Y/503/8885
Unit 13	Understand business planning	1 credits	M	M/503/8861
Unit 14	Understand business resource and legal issues	1 credits	M	Y/503/9910
Unit 15	Understand how to get help and support in business	1 credits	M	M/503/8858
Unit 16	Understand how to manage money in a business	1 credits	M	R/503/8853
Unit 17	Understand enterprise and enterprising skills	2 credits	M	H/503/8856
Level 3 units				
Unit 18	Understand how to promote business ideas	2 credits	M	H/503/8887
Unit 19	Understand how to prepare for starting a business	2 credits	M	L/503/8852
Unit 20	Understand how to find out about business	2 credits	M	D/503/8872

Young Enterprise (QCF)

Entry code	Qualification title	Credit value	Assess ment	Qualification number
03981	**OCR Entry Level Award for Young Enterprise (Entry 3)**		**8 credits**	**500/9423/3**
Certification only: last certification date is 31 August 2015. Made up of: Units 1–4.				

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Entry code	Qualification title	Credit value	Assess ment	Qualification number
Unit 1	Identifying company aims and responsibilities	2 credits	M	K/601/2673
Unit 2	Carrying out tasks in a Young Enterprise company	2 credits	M	L/601/2682
Unit 3	Working in a team	2 credits	M	K/601/2687
Unit 4	Reviewing the success of a Young Enterprise company	2 credits	M	K/601/2690
03982	**OCR Level 1 Award for Young Enterprise**		**12 credits**	**500/9424/5**
Certification only: last certification date is 31 December 2014. Made up of Unit 1.				
Unit 1	Reviewing the performance of a Young Enterprise company	12 credits	T	A/601/2693
03983	**OCR Level 2 Certificate for Young Enterprise**		**13 credits**	**500/9357/5**
Certification only: last certification date is 31 December 2014. Made up of Unit 1.				
Unit 1	Assessing the performance of a Young Enterprise company	13 credits	T	Y/601/2698
03984	**OCR Level 3 Certificate for Young Enterprise**		**18 credits**	**500/9339/3**
Certification only: last certification date is 31 December 2014. Made up of Unit 1.				
Unit 1	Evaluating the performance of a Young Enterprise company	18 credits	T	D/601/2699

13.5 Contact Centres

Contact Centres (QCF)

Entry code	Qualification title	Credit value	Assess ment	Qualification number
10263	◊**OCR Level 1 NVQ Award in Contact Centre Operations**		**12 credits**	**600/2336/3**
Certification only: last certification date is 31 December 2014. Made up of: • Units 1 and 2 (6 credits) • At least 3 credits from Units 3–7 • Remaining 3 credits from any Units 3–19 • At least 7 credits overall must be at Level 1.				
Unit 1	Improve personal effectiveness at work in a contact centre (Level 2)	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 3	Work with others to support customers in a contact centre (Level 1)	3 credits	EV	J/503/0412

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Communicate information to customers through a contact centre (Level 1)	4 credits	EV	D/503/0402
Unit 5	Contribute to sales activities in a contact centre (Level 1)	3 credits	EV	F/503/0392
Unit 6	Contribute to customer service in a contact centre (Level 1)	3 credits	EV	Y/503/0382
Unit 7	Use specific features of contact centre systems and technology (Level 1)	3 credits	EV	F/503/0361
Unit 8	Bespoke software (Level 1)	2 credits	EV	A/502/4395
Unit 9	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 10	Using collaborative technologies (Level 1)	3 credits	EV	A/502/4378
Unit 11	Selling by telephone – inbound (Level 2)	4 credits	EV	J/502/8577
Unit 12	Selling by telephone – outbound (Level 2)	4 credits	EV	J/502/8580
Unit 13	Maintain a positive and customer-friendly attitude (Level 1)	5 credits	EV	R/601/1209
Unit 14	Communicate using customer service language (Level 1)	4 credits	EV	F/601/1609
Unit 15	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
Unit 16	Take details of customer service problems (Level 1)	4 credits	EV	T/601/1509
Unit 17	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 18	IT communication fundamentals (Level 1)	2 credits	EV	Y/502/4291
Unit 19	Using the internet (Level 1)	3 credits	EV	T/502/4296
10264	**◊OCR Level 1 NVQ Certificate in Contact Centre Operations**		**21 credits**	**600/2456/2**
Certification only: last certification date is 31 December 2014. Made up of: • Units 1 and 2 (6 credits) • At least 6 credits from Units 3–7 • The remaining 9 credits can be achieved from units 3–19, with a maximum of 6 credits at Level 2 and no more than two units from Units 15–19 • At least 11 credits overall must be at Level 1.				
Unit 1	Improve personal effectiveness at work in a contact centre (Level 2)	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 3	Use specific features of contact centre systems and technology (Level 1)	3 credits	EV	F/503/0361
Unit 4	Contribute to sales activities in a contact centre (Level 1)	3 credits	EV	F/503/0392
Unit 5	Contribute to customer service in a contact centre (Level 1)	3 credits	EV	Y/503/0382
Unit 6	Communicate information to customers through a contact	4 credits	EV	D/503/0402

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	centre (Level 1)			
Unit 7	Work with others to support customers in a contact centre (Level 1)	3 credits	EV	J/503/0412
Unit 8	Maintain a positive and customer-friendly attitude (Level 1)	5 credits	EV	R/601/1209
Unit 9	Communicate using customer service language (Level 1)	4 credits	EV	F/601/1609
Unit 10	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
Unit 11	Take details of customer service problems (Level 1)	4 credits	EV	T/601/1509
Unit 12	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 13	Selling by telephone – inbound (Level 2)	4 credits	EV	J/502/8577
Unit 14	Selling by telephone – outbound (Level 2)	4 credits	EV	J/502/8580
Unit 15	Using collaborative technologies (Level 1)	3 credits	EV	A/502/4378
Unit 16	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 17	Bespoke software (Level 1)	2 credits	EV	A/502/4395
Unit 18	IT communication fundamentals (Level 1)	2 credits	EV	Y/502/4291
Unit 19	Using the internet (Level 1)	3 credits	EV	T/502/4296
10265	**OCR Level 2 NVQ Certificate in Contact Centre Operations**		**28 credits**	**600/2451/3**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1 and 2 (6 credits) • At least 12 credits from Units 3–9 • The remaining 10 credits can be achieved from units 3–39 with no more than two units from Units 32–39 • At least 15 credits overall must be at Level 2. Please refer to the centre handbook for barred combinations.				
Unit 1	Improve personal effectiveness at work in a contact centre (Level 2)	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 3	Use systems and technology during customer contact in a contact centre (Level 2)	4 credits	EV	J/503/0362
Unit 4	Deliver customer service through a contact centre (Level 2)	5 credits	EV	K/503/0385
Unit 5	Carry out direct sales activities in a contact centre (Level 2)	5 credits	EV	L/503/0394
Unit 6	Communicate information to customers in different but familiar contexts through a contact centre (Level 2)	4 credits	EV	H/503/0403
Unit 7	Provide support through a contact centre for specified products and/or services (Level 2)	4 credits	EV	L/503/0413

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 8	Deal with incidents through a contact centre (Level 2)	7 credits	EV	K/503/0421
Unit 9	Support customers and colleagues when providing contact centre services (Level 3)	5 credits	EV	J/503/0426
Unit 10	Deal with customers using bespoke software (Level 2)	5 credits	EV	L/601/1225
Unit 11	Deal with incoming telephone calls from customers (Level 2)	5 credits	EV	F/601/1223
Unit 12	Promote additional services or products to customers (Level 2)	6 credits	EV	D/601/0936
Unit 13	Follow the rules to deliver customer service (Level 2)	4 credits	EV	L/601/1614
Unit 14	Process customer service complaints (Level 3)	6 credits	EV	D/601/1522
Unit 15	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553
Unit 16	Develop working relationships with colleagues (Level 2)	3 credits	EV	H/600/9660
Unit 17	Word processing software (Level 1)	3 credits	EV	L/502/4627
Unit 18	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 19	Handling objections and closing sales (Level 2)	3 credits	EV	M/502/8606
Unit 20	Time planning in sales (Level 2)	2 credits	EV	F/502/8559
Unit 21	Selling by telephone – inbound (Level 2)	4 credits	EV	J/502/8577
Unit 22	Selling by telephone – outbound (Level 2)	4 credits	EV	J/502/8580
Unit 23	Inputting and accessing sales or marketing data in information systems (Level 2)	2 credits	EV	D/502/8584
Unit 24	Maintain customer service through effective handover (Level 2)	4 credits	EV	Y/601/1227
Unit 25	Resolve customer service problems (Level 2)	6 credits	EV	M/601/1511
Unit 26	Process information about customers (Level 2)	5 credits	EV	H/601/1215
Unit 27	Deliver customer service to difficult customers (Level 2)	6 credits	EV	T/601/1512
Unit 28	Buddy a colleague to develop their customer service skills (Level 2)	5 credits	EV	M/601/1542
Unit 29	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 30	Give customers a positive impression of yourself and your organisation (Level 2)	5 credits	EV	L/601/0933
Unit 31	Support customers using on-line customer services (Level 2)	5 credits	EV	H/601/1540
Unit 32	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 33	Using collaborative technologies (Level 1)	3 credits	EV	A/502/4378
Unit 34	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 35	Using collaborative technologies (Level 2)	4 credits	EV	F/502/4379
Unit 36	Using the internet (Level 1)	3 credits	EV	T/502/4296
Unit 37	Using the internet (Level 2)	4 credits	EV	A/502/4297
Unit 38	IT communication fundamentals (Level 2)	2 credits	EV	D/502/4292

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 39	IT communication fundamentals (Level 1)	2 credits	EV	Y/502/4291
10266	**OCR Level 2 Certificate in Principles of Contact Centre Operations**		**13 credits**	**600/2358/2**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1–3 (7 credits) • At least 6 credits from Units 4–11 • At least 10 credits overall must be at Level 2. Please refer to the centre handbook for barred combinations.				
Unit 1	Principles of personal effectiveness in a contact centre (Level 2)	2 credits	EV	T/503/0356
Unit 2	Principles of health and safety in a contact centre (Level 2)	1 credit	EV	A/503/0360
Unit 3	Principles of personal responsibilities and working in a business environment (Level 2)	4 credits	EV	L/601/7638
Unit 4	Principles of using systems and technology in a contact centre (Level 2)	3 credits	EV	Y/503/0365
Unit 5	Principles and processes of systems and technology in a contact centre (Level 3)	4 credits	EV	T/503/0373
Unit 6	Principles of communication and customer service in a contact centre (Level 2)	2 credits	EV	L/503/0377
Unit 7	Principles of selling in a contact centre (Level 2)	2 credits	EV	M/503/0386
Unit 8	Principles of customer service in a contact centre (Level 3)	4 credits	EV	F/503/0389
Unit 9	Principles of sales activities and customer support in a contact centre (Level 3)	4 credits	EV	J/503/0393
Unit 10	Principles of handling incidents through a contact centre (Level 2)	3 credits	EV	M/503/0405
Unit 11	Principles of legal, regulatory and ethical requirements of a contact centre (Level 2)	2 credits	EV	F/503/0411
10267	**OCR Level 3 Certificate in Principles of Contact Centre Operations**		**16 credits**	**600/2459/8**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–3 (9 credits) • At least 7 credits from Units 4–14 • At least 10 credits overall must be at Level 3. Please refer to the centre handbook for barred combinations.				
Unit 1	Principles of personal and organisational effectiveness in a contact centre (Level 2)	2 credits	EV	F/503/0358

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 2	Principles and processes of health and safety in a contact centre (Level 2)	3 credits	EV	L/503/0363
Unit 3	Principles of personal responsibilities and how to develop and evaluate own performance at work (Level 2)	4 credits	EV	D/601/7644
Unit 4	Principles of using systems and technology in a contact centre (Level 2)	3 credits	EV	Y/503/0365
Unit 5	Principles and processes of systems and technology in a contact centre (Level 3)	4 credits	EV	T/503/0373
Unit 6	Principles of communication and customer service in a contact centre (Level 2)	2 credits	EV	L/503/0377
Unit 7	Principles of selling in a contact centre (Level 2)	2 credits	EV	M/503/0386
Unit 8	Principles of customer service in a contact centre (Level 3)	4 credits	EV	F/503/0389
Unit 9	Principles of sales activities and customer support in a contact centre (Level 3)	4 credits	EV	J/503/0393
Unit 10	Principles of performance management in a contact centre (Level 3)	3 credits	EV	Y/503/0396
Unit 11	Principles of resource planning in a contact centre (Level 3)	5 credits	EV	K/503/0399
Unit 12	Principles of handling incidents through a contact centre (Level 2)	3 credits	EV	M/503/0405
Unit 13	Principles of incident management through a contact centre (Level 3)	4 credits	EV	J/503/0409
Unit 14	Principles of legal, regulatory and ethical requirements of a contact centre (Level 2)	2 credits	EV	F/503/0411
10268	**OCR Level 3 NVQ Diploma in Contact Centre Operations**		**42 credits**	**600/2338/7**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1 and 2 (6 credits) • At least 21 credits from Units 3–17 • Remaining 15 credits from any Units 3–49 • At least 23 credits overall must be at Level 3. Barred combinations: • Only one of Units 20 and 36.				
Unit 1	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 2	Develop personal and organisational effectiveness in a contact centre (Level 3)	4 credits	EV	Y/503/0348
Unit 3	Monitor health and safety procedures in a contact centre (Level 3)	5 credits	EV	M/503/0355
Unit 4	Support team use of contact centre systems and technology (Level 3)	6 credits	EV	R/503/0364

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 5	Supervise customer service activities in a contact centre team (Level 3)	4 credits	EV	T/503/0387
Unit 6	Manage customer service delivery in a contact centre (Level 4)	6 credits	EV	A/503/0388
Unit 7	Carry out direct sales activities in a contact centre (Level 2)	5 credits	EV	L/503/0394
Unit 8	Lead direct sales activities in a contact centre team (Level 3)	4 credits	EV	D/503/0397
Unit 9	Manage direct sales activities in a contact centre (Level 4)	6 credits	EV	H/503/0398
Unit 10	Communicate information to customers through a contact centre (Level 3)	4 credits	EV	K/503/0404
Unit 11	Coordinate customer communication processes in a contact centre (Level 4)	6 credits	EV	T/503/0406
Unit 12	Contribute to performance management in a contact centre (Level 3)	4 credits	EV	A/503/0407
Unit 13	Support customers and colleagues when providing contact centre services (Level 3)	5 credits	EV	J/503/0426
Unit 14	Maintain customer support operations in a contact centre (Level 4)	5 credits	EV	L/503/0427
Unit 15	Contribute to resource plan development in contact centre operations (Level 3)	7 credits	EV	L/503/0430
Unit 16	Deal with incidents through a contact centre (Level 2)	7 credits	EV	K/503/0421
Unit 17	Manage incidents referred to a contact centre (Level 3)	6 credits	EV	K/503/0418
Unit 18	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 19	Using collaborative technologies (Level 2)	4 credits	EV	F/502/4379
Unit 20	Bespoke software (Level 3)	4 credits	EV	J/502/4397
Unit 21	Handling objections and closing sales (Level 2)	3 credits	EV	M/502/8606
Unit 22	Leading a sales or marketing team (Level 3)	4 credits	EV	T/502/8641
Unit 23	Negotiating, handling objections and closing sales (Level 3)	4 credits	EV	F/502/8612
Unit 24	Contributing to the development and launch of new products and/or services (Level 3)	4 credits	EV	A/502/8639
Unit 25	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 26	Manage own professional development within an organisation (Level 3)	4 credits	EV	L/600/9586
Unit 27	Support team members in identifying, developing and implementing new ideas (Level 3)	4 credits	EV	L/600/9636
Unit 28	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 29	Manage customer service in own area of responsibility (Level 3)	4 credits	EV	D/600/9804
Unit 30	Manage or support equality of opportunity, diversity and	4 credits	EV	M/600/9628

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	inclusion in own area of responsibility (Level 3)			
Unit 31	Manage conflict in a team (Level 3)	3 credits	EV	R/600/9685
Unit 32	Lead and manage meetings (Level 3)	4 credits	EV	Y/600/9686
Unit 33	Support customers using on-line customer services (Level 2)	5 credits	EV	H/601/1540
Unit 34	Buddy a colleague to develop their customer service skills (Level 2)	5 credits	EV	M/601/1542
Unit 35	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 36	Deal with customers using bespoke software (Level 2)	5 credits	EV	L/601/1225
Unit 37	Maintain customer service through effective handover (Level 2)	4 credits	EV	Y/601/1227
Unit 38	Organise the delivery of reliable customer service (Level 3)	6 credits	EV	Y/601/1230
Unit 39	Lead a team to improve customer service (Level 3)	7 credits	EV	H/601/1568
Unit 40	Gather, analyse and interpret customer feedback (Level 3)	10 credits	EV	H/601/1571
Unit 41	Monitor the quality of customer service transactions (Level 3)	7 credits	EV	T/601/1574
Unit 42	Build a customer service knowledge set (Level 3)	7 credits	EV	K/601/1233
Unit 43	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553
Unit 44	Process customer service complaints (Level 3)	6 credits	EV	D/601/1522
Unit 45	Handle referred customer complaints (Level 4)	10 credits	EV	K/601/1524
Unit 46	Champion customer service (Level 4)	10 credits	EV	T/601/1235
Unit 47	Develop working relationships with colleagues (Level 2)	3 credits	EV	H/600/9660
Unit 48	Using the internet (Level 2)	4 credits	EV	A/502/4297
Unit 49	IT communication fundamentals (Level 2)	2 credits	EV	D/502/4292
10269	**OCR Level 4 NVQ Diploma in Contact Centre Operations**		**67 credits**	**600/2356/9**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1 and 2 (7 credits) • At least 30 credits from Units 3–22 • Remaining 30 credits from any Units 23–36 • At least 35 credits overall must be at Level 4.				
Unit 1	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 2	Improve organisational effectiveness and personal development in a contact centre (Level 4)	5 credits	EV	R/503/0350
Unit 3	Manage health and safety procedures in a contact centre	4 credits	EV	A/503/0357

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	(Level 4)			
Unit 4	Develop health and safety policy and procedures in a contact centre (Level 5)	7 credits	EV	J/503/0359
Unit 5	Manage the use of contact centre systems and technology (Level 4)	6 credits	EV	R/503/0378
Unit 6	Develop strategy for contact centre systems and technology (Level 5)	7 credits	EV	L/503/0380
Unit 7	Supervise customer service activities in a contact centre team (Level 3)	4 credits	EV	T/503/0387
Unit 8	Manage customer service delivery in a contact centre (Level 4)	6 credits	EV	A/503/0388
Unit 9	Develop customer service procedures for use in a contact centre (Level 5)	6 credits	EV	A/503/0391
Unit 10	Manage direct sales activities in a contact centre (Level 4)	6 credits	EV	H/503/0398
Unit 11	Manage direct sales operations in a contact centre (Level 5)	7 credits	EV	Y/503/0401
Unit 12	Coordinate customer communication processes in a contact centre (Level 4)	6 credits	EV	T/503/0406
Unit 13	Contribute to performance management in a contact centre (Level 3)	4 credits	EV	A/503/0407
Unit 14	Manage team and individual performance in contact centre operations (Level 4)	5 credits	EV	F/503/0408
Unit 15	Develop and enhance performance management systems in a contact centre (Level 5)	6 credits	EV	A/503/0410
Unit 16	Maintain customer support operations in a contact centre (Level 4)	5 credits	EV	L/503/0427
Unit 17	Manage the provision of customer support through a contact centre (Level 5)	5 credits	EV	Y/503/0429
Unit 18	Contribute to resource plan development in contact centre operations (Level 3)	7 credits	EV	L/503/0430
Unit 19	Manage resource planning and improvement of resource allocation in a contact centre (Level 4)	6 credits	EV	F/503/0425
Unit 20	Coordinate resource planning strategy in a contact centre (Level 5)	6 credits	EV	T/503/0423
Unit 21	Manage incident management systems in a contact centre (Level 4)	6 credits	EV	H/503/0417
Unit 22	Develop strategy for incident management by a contact centre (Level 5)	7 credits	EV	R/503/0414
Unit 23	Contributing to the development and launch of new products and/or services (Level 3)	4 credits	EV	A/502/8639
Unit 24	Analyse the market in which your organisation operates (Level 4)	5 credits	EV	M/600/9791
Unit 25	Prepare for and support quality audits (Level 4)	4 credits	EV	Y/600/9798

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Unit 26	Develop, maintain and review personal networks (Level 4)	4 credits	EV	R/600/9587
Unit 27	Develop and evaluate operational plans for own area of responsibility (Level 5)	6 credits	EV	Y/600/9588
Unit 28	Promote equality of opportunity, diversity and inclusion across an organisation (Level 5)	6 credits	EV	T/600/9632
Unit 29	Examine staff turnover issues in own area of responsibility (Level 5)	4 credits	EV	A/600/9664
Unit 30	Developing collaborative relationships with other organisations (Level 5)	7 credits	EV	T/600/9694
Unit 31	Gather, analyse and interpret customer feedback (Level 3)	10 credits	EV	H/601/1571
Unit 32	Review and re-engineer customer service processes (Level 4)	11 credits	EV	R/601/1601
Unit 33	Champion customer service (Level 4)	10 credits	EV	T/601/1235
Unit 34	Handle referred customer complaints (Level 4)	10 credits	EV	K/601/1524
Unit 35	Implement quality improvements to customer service (Level 4)	10 credits	EV	L/601/1578
Unit 36	Apply technology or other resources to improve customer service (Level 4)	11 credits	EV	Y/601/1597

13.6 Customer Service

Customer Service (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
03454	**OCR Level 1 NVQ Certificate in Customer Service**		**22 credits**	**500/9843/3**
Made up of: Units F1 and F2 (8 credits), plus optional units as follows: • 14 credits achieved by selecting at least 1 unit from each optional group A, B and C (excluding units A13–18, B9–16, C5–8). At least 12 credits must be at Level 1. Please refer to the subject-specific pages of the OCR website for rules of combination.				
03455	**OCR Level 2 NVQ Certificate in Customer Service**		**28 credits**	**500/8625/X**
Made up of: Units F1 and F2 (8 credits), plus optional units as follows: • 20 credits achieved by selecting at least 1 unit from each optional group A, B, C and D (excluding units A17–18, B12–16, C8, D14–20). At least 15 credits must be at Level 2. Please refer to the subject-specific pages of the OCR website for rules of combination.				
03456	**OCR Level 3 NVQ Diploma in Customer Service**		**42 credits**	**500/8626/1**
Made up of: Units F3 and F4 (12 credits), plus optional units as follows: • 30 credits achieved by selecting at least 1 unit from each optional group A, B, C and D (excluding units A1–2, B1, C1–2). At least 22 credits must be at Level 3. Please refer to the subject-specific pages of the OCR website for rules of combination.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
03457	**OCR Level 4 NVQ Diploma in Customer Service**		**67 credits**	**500/9203/0**
Certification only: last certification date is 31 August 2017. Made up of: Units F5 and F6 (20 credits), plus optional units as follows: • 47 credits achieved by selecting at least 1 unit from each optional group A, B, C and D (excluding units A1–12, B1–8, C1–4, D1–7). At least 35 credits must be at Level 4. Please refer to the subject-specific pages of the OCR website for rules of combination.				
F1	Communicate using customer service language (Level 1)	4 credits	EV	F/601/1609
F2	Follow the rules to deliver customer service (Level 2)	4 credits	EV	L/601/1614
F3	Demonstrate understanding of customer service (Level 3)	6 credits	EV	K/601/1622
F4	Demonstrate understanding of the rules that impact on improvements in customer service (Level 3)	6 credits	EV	J/601/1627
F5	Demonstrate understanding of customer service management (Level 4)	10 credits	EV	J/601/1630
F6	Follow organisational rules, legislation and external regulations when managing customer service (Level 4)	10 credits	EV	D/601/1634
Group A units				
A1	Maintain a positive and customer-friendly attitude (Level 1)	5 credits	EV	R/601/1209
A2	Adapt your behaviour to give a good customer service impression (Level 1)	5 credits	EV	L/601/1211
A3	Communicate effectively with customers (Level 2)	5 credits	EV	R/601/1212
A4	Give customers a positive impression of yourself and your organisation (Level 2)	5 credits	EV	L/601/0933
A5	Promote additional services or products to customers (Level 2)	6 credits	EV	D/601/0936
A6	Process information about customers (Level 2)	5 credits	EV	H/601/1215
A7	Live up to the customer service promise (Level 2)	6 credits	EV	M/601/1217
A8	Make customer service personal (Level 2)	6 credits	EV	T/601/1218
A9	Go the extra mile in customer service (Level 2)	6 credits	EV	M/601/1220
A10	Deal with customers face to face (Level 2)	5 credits	EV	T/601/1221
A11	Deal with incoming telephone calls from customers (Level 2)	5 credits	EV	F/601/1223
A12	Make telephone calls to customers (Level 2)	6 credits	EV	J/601/1224
A13	Deal with customers in writing or electronically (Level 3)	6 credits	EV	R/601/1226
A14	Use customer service as a competitive tool (Level 3)	8 credits	EV	D/601/1228
A15	Organise the promotion of additional services or products to customers (Level 3)	7 credits	EV	D/601/1231
A16	Build a customer service knowledge set (Level 3)	7 credits	EV	K/601/1233
A17	Champion customer service (Level 4)	10 credits	EV	T/601/1235
A18	Make customer service environmentally friendly and sustainable (Level 4)	11 credits	EV	F/601/1237

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Group B units				
B1	Do your job in a customer-friendly way (Level 1)	5 credits	EV	A/601/1205
B2	Deliver reliable customer service (Level 2)	5 credits	EV	J/601/1210
B3	Deliver customer service on your customer's premises (Level 2)	5 credits	EV	Y/601/1213
B4	Recognise diversity when delivering customer service (Level 2)	5 credits	EV	K/601/1216
B5	Deal with customers across a language divide (Level 2)	8 credits	EV	A/601/1219
B6	Use questioning techniques when delivering customer service (Level 2)	4 credits	EV	A/601/1222
B7	Deal with customers using bespoke software (Level 2)	5 credits	EV	L/601/1225
B8	Maintain customer service through effective handover (Level 2)	4 credits	EV	Y/601/1227
B9	Deliver customer service using service partnerships (Level 3)	6 credits	EV	H/601/1229
B10	Organise the delivery of reliable customer service (Level 3)	6 credits	EV	Y/601/1230
B11	Improve the customer relationship (Level 3)	7 credits	EV	H/601/1232
B12	Maintain and develop a healthy and safe customer service environment (Level 4)	8 credits	EV	M/601/1234
B13	Plan, organise and control customer service operations (Level 4)	10 credits	EV	A/601/1236
B14	Review the quality of customer service (Level 4)	8 credits	EV	J/601/1238
B15	Build and maintain effective customer relations (Level 4)	8 credits	EV	L/601/1239
B16	Deliver seamless customer service with a team (Level 4)	8 credits	EV	F/601/1240
Group C units				
C1	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
C2	Take details of customer service problems (Level 1)	4 credits	EV	T/601/1509
C3	Resolve customer service problems (Level 2)	6 credits	EV	M/601/1511
C4	Deliver customer service to difficult customers (Level 2)	6 credits	EV	T/601/1512
C5	Monitor and solve customer service problems (Level 3)	6 credits	EV	J/601/1515
C6	Apply risk assessment to customer service (Level 3)	10 credits	EV	D/601/1519
C7	Process customer service complaints (Level 3)	6 credits	EV	D/601/1522
C8	Handle referred customer complaints (Level 4)	10 credits	EV	K/601/1524
Group D units				
D1	Develop customer relationships (Level 2)	6 credits	EV	T/601/1526
D2	Support customer service improvements (Level 2)	5 credits	EV	A/601/1530
D3	Develop personal performance through delivering customer service (Level 2)	6 credits	EV	R/601/1534
D4	Support customers using on-line customer services (Level 2)	5 credits	EV	H/601/1540
D5	Buddy a colleague to develop their customer service skills (Level 2)	5 credits	EV	M/601/1542

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Entry code	Qualification title	Credit value	Assessment	Qualification number
D6	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
D7	Support customers using self-service technology (Level 2)	5 credits	EV	Y/601/1549
D8	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553
D9	Promote continuous improvement (Level 3)	7 credits	EV	H/601/1554
D10	Develop your own and others' customer service skills (Level 3)	8 credits	EV	K/601/1555
D11	Lead a team to improve customer service (Level 3)	7 credits	EV	H/601/1568
D12	Gather, analyse and interpret customer feedback (Level 3)	10 credits	EV	H/601/1571
D13	Monitor the quality of customer service transactions (Level 3)	7 credits	EV	T/601/1574
D14	Implement quality improvements to customer service (Level 4)	10 credits	EV	L/601/1578
D15	Plan and organise the development of customer service staff (Level 4)	9 credits	EV	L/601/1581
D16	Develop a customer service strategy for a part of an organisation (Level 4)	11 credits	EV	M/601/1587
D17	Manage a customer service award programme (Level 4)	7 credits	EV	A/601/1592
D18	Apply technology or other resources to improve customer service (Level 4)	11 credits	EV	Y/601/1597
D19	Review and re-engineer customer service processes (Level 4)	11 credits	EV	R/601/1601
D20	Manage customer service performance (Level 4)	7 credits	EV	K/601/1605
10334	**OCR Level 1 Award in Principles of Customer Service**		**4 credits**	**600/7885/6**
Made up of: Units 1 and 2.				
Unit 1	Customer expectations of customer service	2 credits	M	R/504/6242
Unit 2	Organisational procedures for delivering customer service	2 credits	M	Y/504/6243
09628	**OCR Level 2 Certificate in Principles of Customer Service**		**13 credits**	**600/0840/4**
Made up of: Units 1–3 (13 credits)				
09629	**OCR Level 3 Certificate in Principles of Customer Service**		**17 credits**	**600/0752/7**
Made up of: Units 3–5 (17 credits)				
Unit 1	Understand the principles of customer service (Level 1)	4 credits	EM	R/502/9652
Unit 2	Understand the rules of customer service (Level 2)	4 credits	EM	Y/502/9653
Unit 3	Understand the use of communication in customer service (Level 2)	5 credits	EM	D/502/9654
Unit 4	Understand the principles of customer service delivery in different sectors (Level 3)	6 credits	EM	H/502/9655
Unit 5	Understand the principles of making improvements in customer service (Level 3)	6 credits	EM	K/502/9656

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10378	**OCR Level 1 Certificate in Customer Service**		**23 credits**	**601/3459/8**
Made up of: • Units 1–5 • A minimum of 6 credits from Units 6–11 • The remaining 3 credits can come from Units 6–18, but only a maximum of 3 credits can come from Units 12–18. A minimum of 23 credits must be achieved at Level 1 and above.				
Unit 1	Understand working in a customer service environment (Level 1)	3 credits	EV	L/506/2083
Unit 2	Communication in customer service (Level 1)	2 credits	EV	Y/506/2085
Unit 3	Principles of personal performance and development (Level 1)	3 credits	EV	L/506/1791
Unit 4	Principles of working in a business environment (Level 1)	4 credits	EV	R/506/1792
Unit 5	Work with others in a business environment (Level 1)	2 credits	EV	Y/506/1793
Unit 6	Record details of customer service problems (Level 1)	3 credits	EV	A/506/2094
Unit 7	Deal with customer queries, requests and problems (Level 1)	3 credits	EV	A/506/2113
Unit 8	Communicate with customers in writing (Level 2)	3 credits	EV	T/506/2126
Unit 9	Deal with incoming telephone calls from customers (Level 2)	3 credits	EV	H/506/2154
Unit 10	Make telephone calls to customers (Level 2)	3 credits	EV	K/506/2155
Unit 11	Process information about customers (Level 2)	3 credits	EV	R/506/2134
Unit 12	Manage time and workload (Level 1)	1 credit	EV	H/506/1795
Unit 13	Meet and welcome visitors in a business environment (Level 1)	2 credits	EV	A/506/1799
Unit 14	Contribute to sales activities in a contact centre (Level 1)	3 credits	EV	F/503/0392
Unit 15	Use specific features of contact centre systems and technology (Level 1)	3 credits	EV	F/503/0361
Unit 16	Health and safety procedures in the workplace (Level 2)	2 credits	EV	T/505/4673
Unit 17	Processing sales orders (Level 2)	2 credits	EV	M/502/8587
Unit 18	Meeting customers' after sales needs (Level 2)	3 credits	EV	R/502/8601
10379	**OCR Level 2 Diploma in Customer Service**		**45 credits**	**601/3432/X**
Made up of: • Units 1–5 • A minimum of 3 credits from Units 6–7 • A minimum of 16 credits from Units 8–39 • The remaining credits can come from Units 6–39, but a maximum of 7 credits from Units 25–39. A minimum of 45 credits must be achieved at Level 2 or above.				
Unit 1	Deliver customer service (Level 2)	5 credits	EV	A/506/2130
Unit 2	Understand customers (Level 2)	2 credits	EV	F/506/2131
Unit 3	Principles of customer service (Level 2)	4 credits	EV	J/506/2132

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Understand employer organisations (Level 2)	4 credits	EV	A/506/1964
Unit 5	Manage personal performance and development (Level 2)	4 credits	EV	L/506/1788
Unit 6	Communicate verbally with customers (Level 2)	3 credits	EV	D/506/2119
Unit 7	Communicate with customers in writing (Level 2)	3 credits	EV	T/506/2126
Unit 8	Deal with incoming telephone calls from customers (Level 2)	3 credits	EV	H/506/2154
Unit 9	Make telephone calls to customers (Level 2)	3 credits	EV	K/506/2155
Unit 10	Promote additional products and/or services to customers (Level 2)	2 credits	EV	L/506/2133
Unit 11	Process information about customers (Level 2)	3 credits	EV	R/506/2134
Unit 12	Exceed customer expectations (Level 2)	3 credits	EV	Y/506/2135
Unit 13	Deliver customer service whilst working on customers' premises (Level 2)	4 credits	EV	T/506/2143
Unit 14	Carry out customer service handovers (Level 2)	3 credits	EV	T/506/2157
Unit 15	Resolve customer service problems (Level 2)	5 credits	EV	A/506/2158
Unit 16	Deliver customer service to challenging customers (Level 2)	3 credits	EV	F/506/2159
Unit 17	Develop customer relationships (Level 2)	3 credits	EV	Y/506/2149
Unit 18	Support customer service improvements (Level 2)	3 credits	EV	T/506/2160
Unit 19	Support customers through real-time online customer service (Level 2)	3 credits	EV	A/506/2161
Unit 20	Support customers using self-service equipment (Level 2)	3 credits	EV	H/506/2977
Unit 21	Use social media to deliver customer service (Level 2)	3 credits	EV	J/506/2163
Unit 22	Provide post-transaction customer service (Level 2)	5 credits	EV	K/506/2978
Unit 23	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151
Unit 24	Gather, analyse and interpret customer feedback (Level 3)	5 credits	EV	D/506/2170
Unit 25	Health and safety procedures in the workplace (Level 2)	2 credits	EV	T/505/4673
Unit 26	Manage diary systems (Level 2)	2 credits	EV	L/506/1807
Unit 27	Provide reception services (Level 2)	3 credits	EV	H/506/1814
Unit 28	Contribute to the organisation of an event (Level 2)	3 credits	EV	L/506/1869
Unit 29	Buddy a colleague to develop their skills (Level 2)	3 credits	EV	M/506/1895
Unit 30	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 31	Develop working relationships with colleagues (Level 2)	3 credits	EV	R/506/1789
Unit 32	Principles of equality and diversity in the workplace (Level 2)	2 credits	EV	J/506/1806
Unit 33	Processing sales orders (Level 2)	2 credits	EV	M/502/8587
Unit 34	Meeting customers' after sales needs (Level 2)	3 credits	EV	R/502/8601
Unit 35	Handling objections and closing sales (Level 2)	3 credits	EV	M/502/8606
Unit 36	Deal with incidents through a contact centre (Level 2)	7 credits	EV	K/503/0421
Unit 37	Carry out direct sales activities in a contact centre (Level 2)	5 credits	EV	L/503/0394

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Unit 38	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 39	Bespoke software (Level 2)	3 credits	EV	F/502/4396
10380	**OCR Level 3 Diploma in Customer Service**		**55 credits**	**601/3433/1**
Made up of: • Units 1–6 • A minimum of 15 credits from Units 7–28 • 9 credits from Units 7–45, but a maximum of only 9 credits can be taken from Units 29–45. A minimum of 40 credits must be achieved at Level 3 and above.				
Unit 1	Organise and deliver customer service (Level 3)	5 credits	EV	L/506/2150
Unit 2	Understand the customer service environment (Level 3)	5 credits	EV	Y/506/2152
Unit 3	Understand customers and customer retention (Level 3)	4 credits	EV	J/506/2910
Unit 4	Resolve customers' problems (Level 3)	4 credits	EV	K/506/2169
Unit 5	Principles of business (Level 3)	10 credits	EV	D/506/1942
Unit 6	Manage personal and professional development (Level 3)	3 credits	EV	T/506/2952
Unit 7	Develop resources to support consistency of customer service delivery (Level 3)	5 credits	EV	Y/506/2166
Unit 8	Use service partnerships to deliver customer service (Level 3)	3 credits	EV	D/506/2167
Unit 9	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151
Unit 10	Gather, analyse and interpret customer feedback (Level 3)	5 credits	EV	D/506/2170
Unit 11	Monitor the quality of customer service interactions (Level 3)	5 credits	EV	K/506/2172
Unit 12	Communicate verbally with customers (Level 2)	3 credits	EV	D/506/2119
Unit 13	Communicate with customers in writing (Level 2)	3 credits	EV	T/506/2126
Unit 14	Promote additional products and/or services to customers (Level 2)	2 credits	EV	L/506/2133
Unit 15	Exceed customer expectations (Level 2)	3 credits	EV	Y/506/2135
Unit 16	Deliver customer service whilst working on customers' premises (Level 2)	4 credits	EV	T/506/2143
Unit 17	Deliver customer service to challenging customers (Level 2)	3 credits	EV	F/506/2159
Unit 18	Develop customer relationships (Level 2)	3 credits	EV	Y/506/2149
Unit 19	Support customer service improvements (Level 2)	3 credits	EV	T/506/2160
Unit 20	Support customers through real-time online customer service (Level 2)	3 credits	EV	A/506/2161
Unit 21	Support customers using self-service equipment (Level 2)	3 credits	EV	H/506/2977
Unit 22	Use social media to deliver customer service (Level 2)	3 credits	EV	J/506/2163
Unit 23	Provide post-transaction customer service (Level 2)	5 credits	EV	K/506/2978
Unit 24	Champion customer service (Level 4)	4 credits	EV	D/506/2153
Unit 25	Build and maintain effective customer relations (Level 4)	6 credits	EV	R/506/2179

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Unit 26	Manage a customer service award programme (Level 4)	4 credits	EV	L/506/2181
Unit 27	Manage the use of technology to improve customer service (Level 4)	4 credits	EV	Y/506/2183
Unit 28	Develop a social media strategy for customer service (Level 4)	5 credits	EV	D/506/2962
Unit 29	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 30	Promote equality, diversity and inclusion in the workplace (Level 3)	3 credits	EV	T/506/1820
Unit 31	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 32	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 33	Collaborate with other departments (Level 3)	3 credits	EV	M/506/1931
Unit 34	Negotiating, handling objections and closing sales (Level 3)	4 credits	EV	F/502/8612
Unit 35	Obtaining and analysing sales-related information (Level 3)	4 credits	EV	R/502/8615
Unit 36	Buyer behaviour in sales situations (Level 3)	3 credits	EV	K/502/8622
Unit 37	Manage incidents referred to a contact centre (Level 3)	6 credits	EV	K/503/0418
Unit 38	Lead direct sales activities in a contact centre team (Level 3)	4 credits	EV	D/503/0397
Unit 39	Manage diary systems (Level 2)	2 credits	EV	L/506/1807
Unit 40	Contribute to the organisation of an event (Level 2)	3 credits	EV	L/506/1869
Unit 41	Provide reception services (Level 2)	3 credits	EV	H/506/1814
Unit 42	Buddy a colleague to develop their skills (Level 2)	3 credits	EV	M/506/1895
Unit 43	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 44	Processing sales orders (Level 2)	2 credits	EV	M/502/8587
Unit 45	Bespoke software (Level 3)	4 credits	EV	J/502/4397
10381	**OCR Level 4 NVQ Diploma in Customer Service**		**50 credits**	**601/3528/1**
Made up of: • Units 1–3 • A minimum of 20 credits from Units 4–16 • The remaining 16 credits can come from Units 4–34, but a maximum of 16 credits can come from Units 17–34. A minimum of 38 credits must be achieved at Level 4 and above.				
Unit 1	Manage customer service operations (Level 4)	7 credits	EV	M/506/2898
Unit 2	Champion customer service (Level 4)	4 credits	EV	D/506/2153
Unit 3	Manage personal and professional development (Level 3)	3 credits	EV	T/506/2952
Unit 4	Review the quality of customer service (Level 4)	4 credits	EV	F/506/2176
Unit 5	Build and maintain effective customer relations (Level 4)	6 credits	EV	R/506/2179
Unit 6	Develop a customer service strategy (Level 4)	6 credits	EV	R/506/2960
Unit 7	Manage a customer service award programme (Level 4)	4 credits	EV	L/506/2181

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 8	Manage the use of technology to improve customer service (Level 4)	4 credits	EV	Y/506/2183
Unit 9	Develop a social media strategy for customer service (Level 4)	5 credits	EV	D/506/2962
Unit 10	Develop customer service through social media (Level 4)	5 credits	EV	H/506/2963
Unit 11	Develop resources to support consistency of customer service delivery (Level 3)	5 credits	EV	Y/506/2166
Unit 12	Use service partnerships to deliver customer service (Level 3)	3 credits	EV	D/506/2167
Unit 13	Resolve customers' problems (Level 3)	4 credits	EV	K/506/2169
Unit 14	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151
Unit 15	Gather, analyse and interpret customer feedback (Level 3)	5 credits	EV	D/506/2170
Unit 16	Monitor the quality of customer service interactions (Level 3)	5 credits	EV	K/506/2172
Unit 17	Encourage learning and development (Level 4)	3 credits	EV	M/506/1962
Unit 18	Initiate and implement operational change (Level 4)	4 credits	EV	T/506/1980
Unit 19	Manage a project (Level 4)	7 credits	EV	R/506/1999
Unit 20	Manage business risk (Level 4)	6 credits	EV	L/506/2004
Unit 21	Support environmental sustainability in a business environment (Level 4)	4 credits	EV	R/506/1954
Unit 22	Manage health and safety in own area of responsibility (Level 4)	5 credits	EV	D/504/4056
Unit 23	Manage incident management systems in a contact centre (Level 4)	6 credits	EV	H/503/0417
Unit 24	Promote equality, diversity and inclusion in the workplace (Level 3)	3 credits	EV	T/506/1820
Unit 25	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 26	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 27	Encourage innovation (Level 3)	4 credits	EV	J/506/2292
Unit 28	Negotiating, handling objections and closing sales (Level 3)	4 credits	EV	F/502/8612
Unit 29	Obtaining and analysing sales-related information (Level 3)	4 credits	EV	R/502/8615
Unit 30	Buyer behaviour in sales situations (Level 3)	3 credits	EV	K/502/8622
Unit 31	Manage incidents referred to a contact centre (Level 3)	6 credits	EV	K/503/0418
Unit 32	Design business processes (Level 5)	5 credits	EV	D/506/2055
Unit 33	Manage direct sales operations in a contact centre (Level 5)	7 credits	EV	Y/503/0401
Unit 34	Bespoke software (Level 5)	4 credits	EV	J/502/4397

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13.7 Health and Safety

Health and Safety (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10176	**OCR Level 3 NVQ Certificate in Occupational Health and Safety**		**31 credits**	**600/0101/X**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–5 (23 credits) • At least 8 credits from Units 6–9.				
Unit 1	Ensure responsibility for actions to reduce risks to health and safety	4 credits	EV	T/602/1912
Unit 2	Develop procedures to safely control work operations	4 credits	EV	L/601/6408
Unit 3	Monitor procedures to safely control work operations	5 credits	EV	F/601/9354
Unit 4	Promote a culture of health and safety in the workplace	4 credits	EV	F/601/6633
Unit 5	Conduct a health and safety risk assessment of the workplace	6 credits	EV	H/601/6687
Unit 6	Investigate and evaluate health and safety incidents and complaints in the workplace	5 credits	EV	F/601/6664
Unit 7	Make sure actions in the workplace aim to protect the environment	4 credits	EV	J/601/6701
Unit 8	Review health and safety procedures in the workplace	4 credits	EV	M/601/6837
Unit 9	Supervise the health, safety and welfare of a learner in the workplace	4 credits	EV	Y/601/6847
10177	**OCR Level 5 NVQ Diploma in Occupational Health and Safety Practice**		**108 credits**	**600/0006/5**
Certification only: last certification date is 31 December 2016. Made up of: Units 1–10.				
Unit 1	Promote a positive health and safety culture	5 credits	EV	J/602/2210
Unit 2	Develop and implement the health and safety policy	14 credits	EV	D/602/2214
Unit 3	Develop and implement effective communication systems for health and safety information	8 credits	EV	J/602/2224
Unit 4	Develop and maintain individual and organisational competence in health and safety matters	10 credits	EV	Y/602/2227
Unit 5	Identify, assess and control health and safety risks	18 credits	EV	J/602/2238
Unit 6	Develop and implement proactive monitoring systems for health and safety	10 credits	EV	L/602/2239
Unit 7	Develop and implement reactive monitoring systems for health and safety	15 credits	EV	J/602/2241
Unit 8	Develop and implement health and safety emergency response systems and procedures	12 credits	EV	R/602/2243
Unit 9	Develop and implement health and safety review systems	8 credits	EV	H/602/2246

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 10	Maintain knowledge of improvements to influence health and safety practice	8 credits	EV	M/602/2248

13.8 Health and Social Care

Health and Social Care (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
05919	**OCR Level 2 Award in Awareness of Dementia**		**8 credits**	**501/0319/2**
Made up of: Units 1–4. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Unit 1	Dementia awareness	2 credits	M	J/601/2874
Unit 2	The person-centred approach to the care and support of individuals with dementia	2 credits	M	H/601/2879
Unit 3	Understand the factors that can influence communication and interaction with individuals who have dementia	2 credits	M	T/601/9416
Unit 4	Understand equality, diversity and inclusion in dementia care	2 credits	M	A/601/2886
05920	**OCR Level 2 Certificate in Dementia Care**		**18 credits**	**501/0320/9**
Made up of: • Units 1–5 (14 credits) • At least 4 credits from Units 6–20. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Unit 1	Dementia awareness	2 credits	EV	J/601/2874
Unit 2	Understand and implement a person centred approach to the care and support of individuals with dementia	3 credits	EV	F/601/3683
Unit 3	Equality, diversity and inclusion in dementia care practice	3 credits	EV	Y/601/9277
Unit 4	Understand and enable interaction and communication with individuals with dementia	3 credits	EV	A/601/9434
Unit 5	Approaches to enable rights and choices for individuals with dementia whilst minimising risks	3 credits	EV	H/601/9282
Optional units				
Unit 6	Purpose and principles of independent advocacy	4 credits	EV	M/502/3146
Unit 7	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 8	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 9	Understand and meet the nutritional requirements of individuals with dementia	3 credits	EV	T/601/9187
Unit 10	Understand the administration of medication to individuals with dementia using a person-centred	2 credits	EV	K/601/9199

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	approach			
Unit 11	Contribute to the care of a deceased person	3 credits	EV	R/601/8256
Unit 12	Contribute to supporting group care activities	3 credits	EV	L/601/9471
Unit 13	Contribute to support of positive risk-taking for individuals	3 credits	EV	A/601/9546
Unit 14	Facilitate person centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 15	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 16	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 17	Provide support for therapy sessions	2 credits	EV	D/601/9023
Unit 18	Support person-centred thinking and planning	5 credits	EV	L/601/6442
Unit 19	Introductory awareness of models of disability	2 credits	EV	Y/601/3446
Unit 20	Contribute to supporting individuals in the use of assistive technology	3 credits	EV	H/601/3451
05921	**OCR Level 3 Award in Awareness of Dementia**		**11 credits**	**501/0318/0**
Made up of: Units 1–4. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Unit 1	Understand the process and experience of dementia	3 credits	M	J/601/3538
Unit 2	Understand the administration of medication to individuals with dementia using a person-centred approach	2 credits	M	K/601/9199
Unit 3	Understand the role of communication and interactions with individuals who have dementia	3 credits	M	L/601/3539
Unit 4	Understand the diversity of individuals with dementia and the importance of inclusion	3 credits	M	Y/601/3544
05922	**OCR Level 3 Certificate in Dementia Care**		**21 credits**	**501/0321/0**
Made up of: • Units 1–4 (15 credits) • At least 6 credits from Units 5–22. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Unit 1	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 2	Enable rights and choices of individuals with dementia whilst minimising risks	4 credits	EV	A/601/9191
Unit 3	Understand and enable interaction and communication with individuals who have dementia	4 credits	EV	Y/601/4693
Unit 4	Equality, diversity and inclusion in dementia care practice	4 credits	EV	F/601/4686
Optional units				
Unit 5	Purpose and principles of independent advocacy	4 credits	EV	M/502/3146
Unit 6	Independent mental capacity advocacy	12 credits	EV	F/502/3295

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 7	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 8	Understand and meet the nutritional requirements of individuals with dementia	3 credits	EV	T/601/9187
Unit 9	Understand the administration of medication to individuals with dementia using a person-centred approach	2 credits	EV	K/601/9199
Unit 10	Contribute to the care of a deceased person	3 credits	EV	R/601/8256
Unit 11	Contribute to support of positive risk-taking for individuals	3 credits	EV	A/601/9546
Unit 12	Provide support to continue recommended therapies	3 credits	EV	A/601/9028
Unit 13	Implement therapeutic group activities	4 credits	EV	D/601/9491
Unit 14	Facilitate person-centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 15	Support individuals who are bereaved	4 credits	EV	A/601/7909
Unit 16	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 17	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 18	Interact with and support individuals using telecommunications	5 credits	EV	Y/601/8825
Unit 19	Support positive risk taking for individuals	4 credits	EV	L/601/9549
Unit 20	Support person-centred thinking and planning	5 credits	EV	A/601/7215
Unit 21	Understand models of disability	3 credits	EV	F/601/3473
Unit 22	Support individuals in the use of assistive technology	4 credits	EV	J/601/3541
05923	**OCR Level 2 Diploma in Health and Social Care (Adults) England**	**46 credits**	**EV**	**501/1244/2**
Made up of: • Units 1–9 (24 credits) • At least 2 and no more than 7 credits from Units 10, 15 and 18–41. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Dementia pathway				
Made up of: • Units 1–9 (24 credits) • At least 2 and no more than 7 credits from Units 10, 15 and 18–41 (to include Unit 10) • At least 15 credits from Units 11–14, 16–17 and 42–96 (to include at least one of Units 11–14). Please refer to the subject-specific pages of the OCR website for rules of combination.				
Adults with Learning Disabilities pathway				
Made up of: • Units 1–9 (24 credits) • At least 2 and no more than 7 credits from Units 10, 15 and 18–41 (to include Unit 15) • At least 15 credits from Units 11–14, 16–17 and 42–96 (to include at least one of Units 16–17). Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Introduction to communication in health, social care or children's and young people's settings	3 credits	EV	F/601/5465

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 2	Introduction to personal development in health, social care or children's and young people's settings	3 credits	EV	L/601/5470
Unit 3	Introduction to equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	R/601/5471
Unit 4	Introduction to duty of care in health, social care or children's and young people's settings	1 credit	EV	H/601/5474
Unit 5	Principles of safeguarding and protection in health and social care	3 credits	EV	A/601/8574
Unit 6	The role of the health and social care worker	2 credits	EV	J/601/8576
Unit 7	Implement person-centred approaches in health and social care	5 credits	EV	A/601/8140
Unit 8	Contribute to health and safety in health and social care	4 credits	EV	R/601/8922
Unit 9	Handle information in health and social care settings	1 credit	EV	J/601/8142
Dementia pathway (knowledge)				
Unit 10	Dementia awareness	2 credits	EV	J/601/2874
Dementia pathway (competence)				
Unit 11	Understand and implement a person-centred approach to the care and support of individuals with dementia	3 credits	EV	F/601/3683
Unit 12	Equality, diversity, and inclusion in dementia care practice	3 credits	EV	Y/601/9277
Unit 13	Understand and enable interaction and communication with individuals with dementia	3 credits	EV	A/601/9434
Unit 14	Approaches to enable rights and choices for individuals with dementia whilst minimising risks	3 credits	EV	H/601/9282
Adults with Learning Disabilities pathway (knowledge)				
Unit 15	Understand the context of supporting individuals with learning disabilities	4 credits	EV	K/601/5315
Adults with Learning Disabilities pathway (competence)				
Unit 16	Support person-centred thinking and planning	5 credits	EV	L/601/6442
Unit 17	Provide active support	3 credits	EV	Y/601/7352
Knowledge units				
Unit 18	Purpose and principles of independent advocacy	4 credits	EV	M/502/3146
Unit 19	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 20	Understand mental health problems	3 credits	EV	J/602/0103
Unit 21	The person centred-approach to the care and support of individuals with dementia	2 credits	EV	H/601/2879
Unit 22	Understand the factors that can influence communication and interaction with individuals who have dementia	2 credits	EV	T/601/9416
Unit 23	Understand equality, diversity and inclusion in dementia care	2 credits	EV	A/601/2886

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 24	Understand the administration of medication to individuals with dementia using a person-centred approach	2 credits	EV	K/601/9199
Unit 25	Understand the role of communication and interactions with individuals who have dementia	3 credits	EV	L/601/3539
Unit 26	Understand the diversity of individuals with dementia and the importance of inclusion	3 credits	EV	Y/601/3544
Unit 27	Introduction to personalisation in social care	3 credits	EV	K/601/9493
Unit 28	The principles of infection prevention and control	3 credits	EV	L/501/6737
Unit 29	Causes and spread of infection	2 credits	EV	H/501/7103
Unit 30	Cleaning, decontamination and waste management	2 credits	EV	R/501/6738
Unit 31	Principles of positive risk taking for individuals with disabilities	2 credits	EV	K/601/6285
Unit 32	Principles of supporting an individual to maintain personal hygiene	1 credit	EV	H/601/5703
Unit 33	Principles of supporting individuals with a learning disability to access healthcare	3 credits	EV	T/601/8654
Unit 34	Introductory awareness of autistic spectrum conditions	2 credits	EV	M/601/5316
Unit 35	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 36	Principles of supporting young people with a disability to make the transition into adulthood	3 credits	EV	M/601/7227
Unit 37	Principles of self-directed support	3 credits	EV	M/601/7048
Unit 38	Understand physical disability	2 credits	EV	L/601/6117
Unit 39	Understand the impact of acquired brain injury on individuals	3 credits	EV	J/601/5824
Unit 40	Introductory awareness of sensory loss	2 credits	EV	F/601/3442
Unit 41	Introductory awareness of models of disability	2 credits	EV	Y/601/3446
Competence units				
Unit 42	Administer medication to individuals, and monitor the effects	5 credits	EV	Y/501/0598
Unit 43	Understand and meet the nutritional requirements of individuals with dementia	3 credits	EV	T/601/9187
Unit 44	Enable rights and choices of individuals with dementia whilst minimising risks	4 credits	EV	A/601/9191
Unit 45	Understand and enable interaction and communication with individuals who have dementia	4 credits	EV	Y/601/4693
Unit 46	Equality, diversity and inclusion in dementia care practice	4 credits	EV	F/601/4686
Unit 47	Provide support for therapy sessions	2 credits	EV	D/601/9023
Unit 48	Provide support for mobility	2 credits	EV	H/601/9024
Unit 49	Provide support to manage pain and discomfort	2 credits	EV	K/601/9025

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 50	Contribute to monitoring the health of individuals affected by health conditions	2 credits	EV	M/601/9026
Unit 51	Support individuals to carry out their own health care procedures	2 credits	EV	D/601/8017
Unit 52	Support participation in learning and development activities	3 credits	EV	Y/601/8632
Unit 53	Support independence in the tasks of daily living	5 credits	EV	T/601/8637
Unit 54	Provide support for journeys	2 credits	EV	A/601/8025
Unit 55	Provide support for leisure activities	3 credits	EV	F/601/8026
Unit 56	Support individuals to access and use information about services and facilities	3 credits	EV	A/601/7926
Unit 57	Support individuals who are distressed	3 credits	EV	L/601/8143
Unit 58	Support care plan activities	2 credits	EV	R/601/8015
Unit 59	Support individuals to eat and drink	2 credits	EV	M/601/8054
Unit 60	Support individuals to meet personal care needs	2 credits	EV	F/601/8060
Unit 61	Support individuals to manage continence	3 credits	EV	J/601/8058
Unit 62	Provide agreed support for foot care	3 credits	EV	R/601/8063
Unit 63	Gain access to the homes of individuals, deal with emergencies and ensure security on departure	2 credits	EV	R/601/7902
Unit 64	Contribute to the care of a deceased person	3 credits	EV	R/601/8256
Unit 65	Contribute to supporting group care activities	3 credits	EV	L/601/9471
Unit 66	Undertake agreed pressure area care	4 credits	EV	T/601/8721
Unit 67	Support individuals undergoing healthcare activities	3 credits	EV	L/601/8725
Unit 68	Obtain and test capillary blood samples	4 credits	EV	T/601/8850
Unit 69	Obtain and test specimens from individuals	2 credits	EV	J/601/8853
Unit 70	Move and position individuals in accordance with their plan of care	4 credits	EV	J/601/8027
Unit 71	Meet food safety requirements when providing food and drink for individuals	2 credits	EV	T/601/9450
Unit 72	Provide support for sleep	2 credits	EV	Y/601/9490
Unit 73	Contribute to support of positive risk-taking for individuals	3 credits	EV	A/601/9546
Unit 74	Support individuals in their relationships	4 credits	EV	R/601/8578
Unit 75	Facilitate person-centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 76	Support individuals to live at home	4 credits	EV	Y/601/7903
Unit 77	Support individuals with specific communication needs	5 credits	EV	T/601/8282
Unit 78	Support individuals who are bereaved	4 credits	EV	A/601/7909
Unit 79	Work in partnership with families to support individuals	4 credits	EV	H/601/8147
Unit 80	Promote positive behaviour	6 credits	EV	F/601/3764

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 81	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 82	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 83	Prepare environments and resources for use during healthcare activities	3 credits	EV	R/601/8824
Unit 84	Prepare for and carry out extended feeding techniques	4 credits	EV	A/601/8980
Unit 85	Emergency first aid skills	1 credit	EV	Y/600/1250
Unit 86	Support individuals to maintain personal hygiene	2 credits	EV	K/601/9963
Unit 87	Contribute to supporting individuals with a learning disability to access healthcare	3 credits	EV	J/602/0036
Unit 88	Support young people with a disability to make the transition into adulthood	5 credits	EV	F/602/0049
Unit 89	Support parents with disabilities	6 credits	EV	K/601/7047
Unit 90	Support individuals with self-directed support	5 credits	EV	J/602/0053
Unit 91	Work with other professionals and agencies to support individuals with a physical disability	3 credits	EV	Y/601/6170
Unit 92	Support families of individuals with acquired brain injury	3 credits	EV	T/601/5804
Unit 93	Support effective communication with individuals with a sensory loss	3 credits	EV	K/601/3449
Unit 94	Contribute to the support of individuals with multiple conditions and/or disabilities	3 credits	EV	A/601/4895
Unit 95	Contribute to supporting individuals in the use of assistive technology	3 credits	EV	H/601/3451
Unit 96	Support individuals to negotiate environments	4 credits	EV	F/601/5160
05924	**OCR Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland**	**46 credits**	**EV**	**501/2119/4**
Made up of: • Units 1–9 (24 credits) • At least 2 and no more than 7 credits from Units 10–22 • 15 credits from Units 23–76. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Introduction to communication in health, social care or children's and young people's settings	3 credits	EV	F/601/5465
Unit 2	Introduction to personal development in health, social care or children's and young people's settings	3 credits	EV	L/601/5470
Unit 3	Introduction to equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	R/601/5471
Unit 4	Introduction to duty of care in health, social care or children's and young people's settings	1 credit	EV	H/601/5474

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 5	Principles of safeguarding and protection in health and social care	3 credits	EV	A/601/8574
Unit 6	The role of the health and social care worker	2 credits	EV	J/601/8576
Unit 7	Implement person-centred approaches in health and social care	5 credits	EV	A/601/8140
Unit 8	Contribute to health and safety in health and social care	4 credits	EV	R/601/8922
Unit 9	Handle information in health and social care settings	1 credit	EV	J/601/8142
Knowledge units				
Unit 10	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 11	Understand mental health problems	3 credits	EV	J/602/0103
Unit 12	Dementia awareness	2 credits	EV	J/601/2874
Unit 13	Introduction to personalisation in social care	3 credits	EV	K/601/9493
Unit 14	The principles of infection prevention and control	3 credits	EV	L/501/6737
Unit 15	Causes and spread of infection	2 credits	EV	H/501/7103
Unit 16	Cleaning, decontamination and waste management	2 credits	EV	R/501/6738
Unit 17	Understand the context of supporting individuals with learning disabilities	4 credits	EV	K/601/5315
Unit 18	Introductory awareness of autistic spectrum conditions	2 credits	EV	M/601/5316
Unit 19	Understand physical disability	2 credits	EV	L/601/6117
Unit 20	Understand the impact of acquired brain injury on individuals	3 credits	EV	J/601/5824
Unit 21	Introductory awareness of sensory loss	2 credits	EV	F/601/3442
Unit 22	Introductory awareness of models of disability	2 credits	EV	Y/601/3446
Competence units				
Unit 23	Administer medication to individuals, and monitor the effects	5 credits	EV	Y/501/0598
Unit 24	Understand and implement a person-centred approach to the care and support of individuals with dementia	3 credits	EV	F/601/3683
Unit 25	Equality, diversity and inclusion in dementia care practice	3 credits	EV	Y/601/9277
Unit 26	Understand and enable interaction and communication with individuals with dementia	3 credits	EV	A/601/9434
Unit 27	Approaches to enable rights and choices for individuals with dementia whilst minimising risks	3 credits	EV	H/601/9282
Unit 28	Provide support for therapy sessions	2 credits	EV	D/601/9023
Unit 29	Provide support for mobility	2 credits	EV	H/601/9024
Unit 30	Provide support to manage pain and discomfort	2 credits	EV	K/601/9025
Unit 31	Contribute to monitoring the health of individuals affected by health conditions	2 credits	EV	M/601/9026

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Unit 32	Support individuals to carry out their own health care procedures	2 credits	EV	D/601/8017
Unit 33	Support participation in learning and development activities	3 credits	EV	Y/601/8632
Unit 34	Support independence in the tasks of daily living	5 credits	EV	T/601/8637
Unit 35	Provide support for journeys	2 credits	EV	A/601/8025
Unit 36	Provide support for leisure activities	3 credits	EV	F/601/8026
Unit 37	Support individuals to access and use information about services and facilities	3 credits	EV	A/601/7926
Unit 38	Support individuals who are distressed	3 credits	EV	L/601/8143
Unit 39	Support care plan activities	2 credits	EV	R/601/8015
Unit 40	Support individuals to eat and drink	2 credits	EV	M/601/8054
Unit 41	Support individuals to meet personal care needs	2 credits	EV	F/601/8060
Unit 42	Support individuals to manage continence	3 credits	EV	J/601/8058
Unit 43	Provide agreed support for foot care	3 credits	EV	R/601/8063
Unit 44	Gain access to the homes of individuals, deal with emergencies and ensure security on departure	2 credits	EV	R/601/7902
Unit 45	Contribute to the care of a deceased person	3 credits	EV	R/601/8256
Unit 46	Contribute to supporting group care activities	3 credits	EV	L/601/9471
Unit 47	Undertake agreed pressure area care	4 credits	EV	T/601/8721
Unit 48	Support individuals undergoing healthcare activities	3 credits	EV	L/601/8725
Unit 49	Obtain and test capillary blood samples	4 credits	EV	T/601/8850
Unit 50	Obtain and test specimens from individuals	2 credits	EV	J/601/8853
Unit 51	Move and position individuals in accordance with their plan of care	4 credits	EV	J/601/8027
Unit 52	Meet food safety requirements when providing food and drink for individuals	2 credits	EV	T/601/9450
Unit 53	Provide support for sleep	2 credits	EV	Y/601/9490
Unit 54	Contribute to support of positive risk-taking for individuals	3 credits	EV	A/601/9546
Unit 55	Support individuals in their relationships	4 credits	EV	R/601/8578
Unit 56	Facilitate person centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 57	Support individuals to live at home	4 credits	EV	Y/601/7903
Unit 58	Support individuals with specific communication needs	5 credits	EV	T/601/8282
Unit 59	Support individuals who are bereaved	4 credits	EV	A/601/7909
Unit 60	Work in partnership with families to support individuals	4 credits	EV	H/601/8147
Unit 61	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 62	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 63	Support individuals at the end of life	7 credits	EV	T/601/9495

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Unit 64	Prepare environments and resources for use during healthcare activities	3 credits	EV	R/601/8824
Unit 65	Prepare for and carry out extended feeding techniques	4 credits	EV	A/601/8980
Unit 66	Emergency first aid skills	1 credit	EV	Y/600/1250
Unit 67	Support person-centred thinking and planning	5 credits	EV	L/601/6442
Unit 68	Provide active support	3 credits	EV	Y/601/7352
Unit 69	Support individuals to maintain personal hygiene	2 credits	EV	K/601/9963
Unit 70	Contribute to supporting individuals with a learning disability to access healthcare	3 credits	EV	J/602/0036
Unit 71	Work with other professionals and agencies to support individuals with a physical disability	3 credits	EV	Y/601/6170
Unit 72	Support families of individuals with acquired brain injury	3 credits	EV	T/601/5804
Unit 73	Support effective communication with individuals with a sensory loss	3 credits	EV	K/601/3449
Unit 74	Contribute to the support of individuals with multiple conditions and/or disabilities	3 credits	EV	A/601/4895
Unit 75	Contribute to supporting individuals in the use of assistive technology	3 credits	EV	H/601/3451
Unit 76	Support individuals to negotiate environments	4 credits	EV	F/601/5160
05926	**OCR Level 3 Diploma in Health and Social Care (Adults) England**	**58 credits**	**EV**	**501/1729/4**
Made up of: • Units 1–9 (28 credits) • At least 2 and no more than 7 credits from Units 10, 14 and 17–37 • 23 credits from Units 11–13, 15–16 and 38–113. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Dementia pathway				
Made up of: • Units 1–9 (28 credits) • At least 2 and no more than 7 credits from Units 10, 14 and 17–37 (to include Unit 10) • At least 15 credits from Units 11–13, 15–16 and 38–113 (to include at least one of Units 11–13). Please refer to the subject-specific pages of the OCR website for rules of combination.				
Adults with Learning Disabilities pathway				
Made up of: • Units 1–9 (28 credits) • At least 2 and no more than 7 credits from Units 10, 14 and 17–37 (to include Unit 14) • At least 15 credits from Units 11–13, 15–16 and 38–113 (to include at least one of Units 15–16). Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Promote communication in health, social care or children's and young people's settings	3 credits	EV	J/601/1434
Unit 2	Engage in personal development in health, social care or children's and young people's settings	3 credits	EV	A/601/1429

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	Y/601/1437
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	EV	R/601/1436
Unit 5	Principles of safeguarding and protection in health and social care	3 credits	EV	A/601/8574
Unit 6	The role of the health and social care worker	2 credits	EV	J/601/8576
Unit 7	Promote person-centred approaches in health and social care	6 credits	EV	Y/601/8145
Unit 8	Promote and implement health and safety in health and social care	6 credits	EV	F/601/8138
Unit 9	Promote good practice in handling information in health and social care settings	2 credits	EV	J/601/9470
Dementia pathway (knowledge)				
Unit 10	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Dementia pathway (competence)				
Unit 11	Enable rights and choices of individuals with dementia whilst minimising risks	4 credits	EV	A/601/9191
Unit 12	Understand and enable interaction and communication with individuals who have dementia	4 credits	EV	Y/601/4693
Unit 13	Equality, diversity and inclusion in dementia care practice	4 credits	EV	F/601/4686
Adults with Learning Disabilities pathway (knowledge)				
Unit 14	Understand the context of supporting individuals with learning disabilities	4 credits	EV	K/601/5315
Adults with Learning Disabilities pathway (competence)				
Unit 15	Support person-centred thinking and planning	5 credits	EV	A/601/7215
Unit 16	Promote active support	5 credits	EV	D/601/7353
Knowledge units				
Unit 17	Purpose and principles of independent advocacy	4 credits	EV	M/502/3146
Unit 18	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 19	Understand mental health problems	3 credits	EV	J/602/0103
Unit 20	Understand the administration of medication to individuals with dementia using a person-centred approach	2 credits	EV	K/601/9199
Unit 21	Understand the role of communication and interactions with individuals who have dementia	3 credits	EV	L/601/3539
Unit 22	Understand the diversity of individuals with dementia and the importance of inclusion	3 credits	EV	Y/601/3544
Unit 23	Understand theories of relationships and social networks	3 credits	EV	Y/601/8579
Unit 24	Introduction to personalisation in social care	3 credits	EV	K/601/9493

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 25	The principles of infection prevention and control	3 credits	EV	L/501/6737
Unit 26	Causes and spread of infection	2 credits	EV	H/501/7103
Unit 27	Cleaning, decontamination and waste management	2 credits	EV	R/501/6738
Unit 28	Principles of supporting an individual to maintain personal hygiene	1 credit	EV	H/601/5703
Unit 29	Understand positive risk taking for individuals with disabilities	3 credits	EV	J/601/6293
Unit 30	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 31	Understand how to support individuals with autistic spectrum conditions	3 credits	EV	T/601/5317
Unit 32	Principles of supporting young people with a disability to make the transition into adulthood	3 credits	EV	M/601/7227
Unit 33	Principles of self-directed support	3 credits	EV	M/601/7048
Unit 34	Understand physical disability	3 credits	EV	J/601/6150
Unit 35	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 36	Understand sensory loss	3 credits	EV	M/601/3467
Unit 37	Understand models of disability	3 credits	EV	F/601/3473
Competence units				
Unit 38	Providing independent advocacy support	6 credits	EV	T/502/3147
Unit 39	Maintaining the independent advocacy relationship	6 credits	EV	A/502/3148
Unit 40	Responding to the advocacy needs of different groups of people	6 credits	EV	F/502/3149
Unit 41	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 42	Support individuals who are substance users	7 credits	EV	A/601/0670
Unit 43	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 44	Provide services to those affected by someone else's substance use	4 credits	EV	M/601/0682
Unit 45	Increase awareness about drugs, alcohol or other substances with individuals and groups	7 credits	EV	H/501/0586
Unit 46	Test for substance use	5 credits	EV	T/601/0666
Unit 47	Carry out initial assessments to identify and prioritise the needs of substance misusers	5 credits	EV	D/601/0662
Unit 48	Carry out comprehensive substance misuse assessment	5 credits	EV	K/501/0587
Unit 49	Assist with the transfer of individuals, who misuse substances, between agencies and services	1 credit	EV	D/601/0676
Unit 50	Support individuals through detoxification programmes	3 credits	EV	K/501/0590

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 51	Develop and sustain effective working relationships with staff in other agencies	4 credits	EV	R/601/3526
Unit 52	Administer medication to individuals, and monitor the effects	5 credits	EV	Y/501/0598
Unit 53	Supply and exchange injecting equipment for individuals	3 credits	EV	D/501/0599
Unit 54	Understand and meet the nutritional requirements of individuals with dementia	3 credits	EV	T/601/9187
Unit 55	Provide support to manage pain and discomfort	2 credits	EV	K/601/9025
Unit 56	Gain access to the homes of individuals, deal with emergencies and ensure security on departure	2 credits	EV	R/601/7902
Unit 57	Undertake agreed pressure area care	4 credits	EV	T/601/8721
Unit 58	Move and position individuals in accordance with their plan of care	4 credits	EV	J/601/8027
Unit 59	Contribute to raising awareness of health issues	4 credits	EV	T/601/9027
Unit 60	Provide support to continue recommended therapies	3 credits	EV	A/601/9028
Unit 61	Provide support to maintain and develop skills for everyday life	4 credits	EV	L/601/8028
Unit 62	Facilitate learning and development activities to meet individual needs and preferences	5 credits	EV	L/601/8644
Unit 63	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 64	Implement therapeutic group activities	4 credits	EV	D/601/9491
Unit 65	Support individuals to develop and run support groups	3 credits	EV	H/601/9492
Unit 66	Prepare to support individuals within a shared lives arrangement	4 credits	EV	M/601/9611
Unit 67	Support individuals to access and use services and facilities	4 credits	EV	F/601/7927
Unit 68	Provide support for individuals with a shared lives arrangement	5 credits	EV	J/601/9601
Unit 69	Support individuals in their relationships	4 credits	EV	R/601/8578
Unit 70	Facilitate person-centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 71	Support individuals to live at home	4 credits	EV	Y/601/7903
Unit 72	Support individuals to manage their finances	3 credits	EV	D/601/7904
Unit 73	Support individuals to access and manage direct payments	6 credits	EV	H/601/7905
Unit 74	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 75	Support individuals to deal with personal relationship problems	4 credits	EV	R/601/8581
Unit 76	Support individuals with specific communication needs	5 credits	EV	T/601/8282
Unit 77	Support individuals during a period of change	4 credits	EV	M/601/7907

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 78	Support individuals to prepare for and settle in to new home environments	3 credits	EV	T/601/7908
Unit 79	Support individuals who are bereaved	4 credits	EV	A/601/7909
Unit 80	Work in partnership with families to support individuals	4 credits	EV	H/601/8147
Unit 81	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 82	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 83	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 84	Prepare environments and resources for use during healthcare activities	3 credits	EV	R/601/8824
Unit 85	Prepare for and carry out extended feeding techniques	4 credits	EV	A/601/8980
Unit 86	Undertake tissue viability risk assessments	3 credits	EV	Y/601/9022
Unit 87	Undertake physiological measurements	3 credits	EV	R/601/8662
Unit 88	Obtain venous blood samples	3 credits	EV	D/601/8860
Unit 89	Undertake urethral catheterisation processes	4 credits	EV	J/601/8979
Unit 90	Identify the physical health needs of individuals with mental health needs and plan appropriate actions	5 credits	EV	A/601/9174
Unit 91	Support families in maintaining relationships in their wider social structures	4 credits	EV	K/601/9185
Unit 92	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 93	Enable individuals with behavioural difficulties to develop strategies to change their behaviour	8 credits	EV	L/601/9034
Unit 94	Help individuals address their substance use through an action plan	4 credits	EV	J/601/9968
Unit 95	Interact with and support individuals using telecommunications	5 credits	EV	Y/601/8825
Unit 96	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 97	Support positive risk taking for individuals	4 credits	EV	L/601/9549
Unit 98	Emergency first aid skills	1 credit	EV	Y/600/1250
Unit 99	Support individuals to maintain personal hygiene	2 credits	EV	K/601/9963
Unit 100	Support individuals with a learning disability to access healthcare	3 credits	EV	J/601/8657
Unit 101	Support young people with a disability to make the transition into adulthood	5 credits	EV	F/602/0049
Unit 102	Support parents with disabilities	6 credits	EV	K/601/7047
Unit 103	Support individuals with self-directed support	5 credits	EV	J/602/0053
Unit 104	Work with other professionals and agencies to support individuals with physical disability	3 credits	EV	K/601/6190
Unit 105	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 106	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 107	Promote effective communication with individuals with sensory loss	4 credits	EV	K/601/3483
Unit 108	Support individuals with multiple conditions and/or disabilities	4 credits	EV	A/601/5190
Unit 109	Support individuals in the use of assistive technology	4 credits	EV	J/601/3541
Unit 110	Support the assessment of individuals with sensory loss	3 credits	EV	R/601/3543
Unit 111	Support the promotion of awareness of sensory loss	3 credits	EV	D/601/3545
Unit 112	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 113	Enable individuals to negotiate environments	5 credits	EV	R/601/5180
05925	**OCR Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland**	**58 credits**	**EV**	**501/1345/8**
Made up of: • Units 1–9 (28 credits) • At least 2 and no more than 7 credits from Units 10–25 • 23 credits from Units 26–104. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Promote communication in health, social care or children's and young people's settings	3 credits	EV	J/601/1434
Unit 2	Engage in personal development in health, social care or children's and young people's settings	3 credits	EV	A/601/1429
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	Y/601/1437
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	EV	R/601/1436
Unit 5	Principles of safeguarding and protection in health and social care	3 credits	EV	A/601/8574
Unit 6	The role of the health and social care worker	2 credits	EV	J/601/8576
Unit 7	Promote person centred approaches in health and social care	6 credits	EV	Y/601/8145
Unit 8	Promote and implement health and safety in health and social care	6 credits	EV	F/601/8138
Unit 9	Promote good practice in handling information in health and social care settings	2 credits	EV	J/601/9470
Knowledge units				
Unit 10	Purpose and principles of independent advocacy	4 credits	EV	M/502/3146
Unit 11	Understand mental well-being and mental health promotion	3 credits	EV	F/602/0097
Unit 12	Understand mental health problems	3 credits	EV	J/602/0103

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 13	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 14	Understand theories of relationships and social networks	3 credits	EV	Y/601/8579
Unit 15	Introduction to personalisation in social care	3 credits	EV	K/601/9493
Unit 16	The principles of infection prevention and control	3 credits	EV	L/501/6737
Unit 17	Causes and spread of infection	2 credits	EV	H/501/7103
Unit 18	Cleaning, decontamination and waste management	2 credits	EV	R/501/6738
Unit 19	Understand the context of supporting individuals with learning disabilities	4 credits	EV	K/601/5315
Unit 20	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 21	Understand how to support individuals with autistic spectrum conditions	3 credits	EV	T/601/5317
Unit 22	Understand physical disability	3 credits	EV	J/601/6150
Unit 23	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 24	Understand sensory loss	3 credits	EV	M/601/3467
Unit 25	Understand models of disability	3 credits	EV	F/601/3473
Competence units				
Unit 26	Providing independent advocacy support	6 credits	EV	T/502/3147
Unit 27	Maintaining the independent advocacy relationship	6 credits	EV	A/502/3148
Unit 28	Responding to the advocacy needs of different groups of people	6 credits	EV	F/502/3149
Unit 29	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 30	Support individuals who are substance users	7 credits	EV	A/601/0670
Unit 31	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 32	Provide services to those affected by someone else's substance use	4 credits	EV	M/601/0682
Unit 33	Increase awareness about drugs, alcohol or other substances with individuals and groups	7 credits	EV	H/501/0586
Unit 34	Test for substance use	5 credits	EV	T/601/0666
Unit 35	Carry out initial assessments to identify and prioritise the needs of substance misusers.	5 credits	EV	D/601/0662
Unit 36	Carry out comprehensive substance misuse assessment	5 credits	EV	K/501/0587
Unit 37	Assist with the transfer of individuals, who misuse substances, between agencies and services	1 credit	EV	D/601/0676
Unit 38	Support individuals through detoxification programmes	3 credits	EV	K/501/0590

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 39	Develop and sustain effective working relationships with staff in other agencies	4 credits	EV	R/601/3526
Unit 40	Administer medication to individuals, and monitor the effects	5 credits	EV	Y/501/0598
Unit 41	Supply and exchange injecting equipment for individuals	3 credits	EV	D/501/0599
Unit 42	Enable rights and choices of individuals with dementia whilst minimising risks	4 credits	EV	A/601/9191
Unit 43	Understand and enable interaction and communication with individuals who have dementia	4 credits	EV	Y/601/4693
Unit 44	Equality, diversity and inclusion in dementia care practice	4 credits	EV	F/601/4686
Unit 45	Provide support to manage pain and discomfort	2 credits	EV	K/601/9025
Unit 46	Gain access to the homes of individuals, deal with emergencies and ensure security on departure	2 credits	EV	R/601/7902
Unit 47	Undertake agreed pressure area care	4 credits	EV	T/601/8721
Unit 48	Move and position individuals in accordance with their plan of care	4 credits	EV	J/601/8027
Unit 49	Contribute to raising awareness of health issues	4 credits	EV	T/601/9027
Unit 50	Provide support to continue recommended therapies	3 credits	EV	A/601/9028
Unit 51	Provide support to maintain and develop skills for everyday life	4 credits	EV	L/601/8028
Unit 52	Facilitate learning and development activities to meet individual needs and preferences	5 credits	EV	L/601/8644
Unit 53	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 54	Implement therapeutic group activities	4 credits	EV	D/601/9491
Unit 55	Support individuals to develop and run support groups	3 credits	EV	H/601/9492
Unit 56	Prepare to support individuals within a shared lives arrangement	4 credits	EV	M/601/9611
Unit 57	Support individuals to access and use services and facilities	4 credits	EV	F/601/7927
Unit 58	Provide support for individuals within a shared lives arrangement	5 credits	EV	J/601/9601
Unit 59	Support individuals in their relationships	4 credits	EV	R/601/8578
Unit 60	Facilitate person-centred assessment, planning, implementation and review	6 credits	EV	H/601/8049
Unit 61	Support individuals to live at home	4 credits	EV	Y/601/7903
Unit 62	Support individuals to manage their finances	3 credits	EV	D/601/7904
Unit 63	Support individuals to access and manage direct payments	6 credits	EV	H/601/7905
Unit 64	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 65	Support individuals to deal with personal relationship problems	4 credits	EV	R/601/8581
Unit 66	Support individuals with specific communication needs	5 credits	EV	T/601/8282
Unit 67	Support individuals during a period of change	4 credits	EV	M/601/7907
Unit 68	Support individuals to prepare for and settle in to new home environments	3 credits	EV	T/601/7908
Unit 69	Support individuals who are bereaved	4 credits	EV	A/601/7909
Unit 70	Work in partnership with families to support individuals	4 credits	EV	H/601/8147
Unit 71	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 72	Support use of medication in social care settings	5 credits	EV	F/601/ 4056
Unit 73	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 74	Prepare environments and resources for use during healthcare activities	3 credits	EV	R/601/8824
Unit 75	Prepare for and carry out extended feeding techniques	4 credits	EV	A/601/8980
Unit 76	Undertake tissue viability risk assessments	3 credits	EV	Y/601/9022
Unit 77	Undertake physiological measurements	3 credits	EV	R/601/8662
Unit 78	Obtain venous blood samples	3 credits	EV	D/601/8860
Unit 79	Undertake urethral catheterisation processes	4 credits	EV	J/601/8979
Unit 80	Identify the physical health needs of individuals with mental health needs and plan appropriate actions	5 credits	EV	A/601/9174
Unit 81	Support families in maintaining relationships in their wider social structures	4 credits	EV	K/601/9185
Unit 82	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 83	Enable individuals with behavioural difficulties to develop strategies to change their behaviour	8 credits	EV	L/601/9034
Unit 84	Help individuals address their substance use through an action plan	4 credits	EV	J/601/9968
Unit 85	Interact with and support individuals using telecommunications	5 credits	EV	Y/601/8825
Unit 86	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 87	Support positive risk taking for individuals	4 credits	EV	L/601/9549
Unit 88	Emergency first aid skills	1 credit	EV	Y/600/1250
Unit 89	Support person-centred thinking and planning	5 credits	EV	A/601/7215
Unit 90	Promote active support	5 credits	EV	D/601/7353
Unit 91	Support individuals with a learning disability to access healthcare	3 credits	EV	J/601/8657
Unit 92	Support young people with a disability to make the transition into adulthood	5 credits	EV	F/602/0049
Unit 93	Support parents with disabilities	6 credits	EV	K/601/7047

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 94	Support individuals with self-directed support	5 credits	EV	J/602/0053
Unit 95	Work with other professionals and agencies to support individuals with physical disability	3 credits	EV	K/601/6190
Unit 96	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 97	Support families who have had a child with a disability	3 credits	EV	D/601/5750
Unit 98	Promote effective communication with individuals with sensory loss	4 credits	EV	K/601/3483
Unit 99	Support individuals with multiple conditions and/or disabilities	4 credits	EV	A/601/5190
Unit 100	Support individuals in the use of assistive technology	4 credits	EV	J/601/ 3541
Unit 101	Support the assessment of individuals with sensory loss	3 credits	EV	R/601/3543
Unit 102	Support the promotion of awareness of sensory loss	3 credits	EV	D/601/3545
Unit 103	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 104	Enable individuals to negotiate environments	5 credits	EV	R/601/5180
05927	**OCR Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland**	**58 credits**	**EV**	**501/1414/1**
Made up of: • Units 1–14 (40 credits) • At least 18 credits from Units 15–61. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Promote communication in health, social care or children's and young people's settings	3 credits	EV	J/601/1434
Unit 2	Engage in personal development in health, social care or children's and young people's settings	3 credits	EV	A/601/1429
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	Y/601/1437
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	EV	R/601/1436
Unit 5	Understand child and young person development	4 credits	EV	L/601/1693
Unit 6	Promote child and young person development	3 credits	EV	R/601/1694
Unit 7	Understand how to safeguard the wellbeing of children and young people	3 credits	EV	Y/601/1695
Unit 8	Support children and young people's health and safety	2 credits	EV	D/601/1696
Unit 9	Develop positive relationships with children, young people and others involved in their care	1 credit	EV	H/601/1697
Unit 10	Working together for the benefit of children and young	2 credits	EV	K/601/1698

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	people			
Unit 11	Understand how to support positive outcomes for children and young people	3 credits	EV	M/601/1699
Unit 12	Assessment and planning with children and young people	5 credits	EV	M/600/9760
Unit 13	Promote the well-being and resilience of children and young people	4 credits	EV	F/600/9780
Unit 14	Professional practice in children and young people's social care	4 credits	EV	F/601/0315
Optional units				
Unit 15	Administer medication to individuals, and monitor the effects	5 credits	EV	Y/501/0598
Unit 16	Work with babies and young children to promote their development and learning.	6 credits	EV	A/601/0121
Unit 17	Care for the physical and nutritional needs of babies and young children	6 credits	EV	D/601/0130
Unit 18	Support disabled children and young people and those with specific requirements	6 credits	EV	T/601/0134
Unit 19	Support young people to develop, implement and review a plan of action	3 credits	EV	M/601/1329
Unit 20	Provide information and advice to children and young people	3 credits	EV	A/601/1334
Unit 21	Support young people to move towards independence and manage their lives	3 credits	EV	F/601/1349/
Unit 22	Support children and young people to achieve their learning potential	3 credits	EV	D/601/1357
Unit 23	Support children and young people to have positive relationships	3 credits	EV	R/601/1369
Unit 24	Support positive practice with children and young people with speech, language and communication needs	4 credits	EV	L/601/2861
Unit 25	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 26	Support the creativity of children and young people	3 credits	EV	M/600/9807
Unit 27	Work with children and young people in a residential care setting	5 credits	EV	A/600/9809
Unit 28	Support children or young people in their own home	4 credits	EV	K/601/0132
Unit 29	Engage young parents in supporting their children's development	3 credits	EV	J/502/4660
Unit 30	Engage fathers in their children's early learning	3 credits	EV	Y/502/4663
Unit 31	Engage parents in their children's early learning	3 credits	EV	M/502/3812
Unit 32	Move and position individuals in accordance with their	4 credits	EV	J/601/8027

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	plan of care			
Unit 33	Provide support to maintain and develop skills for everyday life	4 credits	EV	L/601/8028
Unit 34	Support individuals to manage their finances	3 credits	EV	D/601/7904
Unit 35	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 36	Support individuals during a period of change	4 credits	EV	M/601/7907
Unit 37	Support individuals to prepare for and settle in to new home environments	3 credits	EV	T/601/7908
Unit 38	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 39	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 40	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 41	Understand the context of supporting individuals with learning disabilities	4 credits	EV	K/601/5315
Unit 42	Support person-centred thinking and planning	5 credits	EV	A/601/7215
Unit 43	Promote active support	5 credits	EV	D/601/7353
Unit 44	Understand how to support individuals with autistic spectrum conditions	3 credits	EV	T/601/5317
Unit 45	Support young people with a disability to make the transition into adulthood	5 credits	EV	F/602/0049
Unit 46	Support parents with disabilities	6 credits	EV	K/601/7047
Unit 47	Support individuals with self-directed support	5 credits	EV	J/602/0053
Unit 48	Support children and young people to make positive changes in their lives	4 credits	EV	M/600/9788
Unit 49	Understand physical disability	3 credits	EV	J/601/6150
Unit 50	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 51	Understand sensory loss	3 credits	EV	M/601/3467
Unit 52	Understand models of disability	3 credits	EV	F/601/3473
Unit 53	Promote effective communication with individuals with sensory loss	4 credits	EV	K/601/3483
Unit 54	Support individuals with multiple conditions and/or disabilities	4 credits	EV	A/601/5190
Unit 55	Support individuals in the use of assistive technology	4 credits	EV	J/601/3541
Unit 56	Support the promotion of awareness of sensory loss	3 credits	EV	D/601/3545
Unit 57	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 58	Enable individuals to negotiate environments	5 credits	EV	R/601/5180
Unit 59	Understand the context of supporting children and young people through foster care	5 credits	EV	T/503/5878
Unit 60	Practise as a foster carer	5 credits	EV	A/503/5879

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 61	Support positive attachments for children and young people	7 credits	EV	M/503/5877
04700	**OCR Level 2 Certificate in Preparing to Work in Adult Social Care**	**20 credits**	**M**	**501/1673/3**
Made up of: • Units 1–9 (20 credits).				
Unit 1	Principles of communication in adult social care settings	2 credits	M	L/602/2905
Unit 2	Principles of personal development in adult social care settings	2 credits	M	L/602/3035
Unit 3	Principles of diversity, equality and inclusion in adult social care settings	2 credits	M	H/602/3039
Unit 4	Principles of safeguarding and protection in health and social care	3 credits	M	A/601/8574
Unit 5	Introduction to duty of care in health, social care or children's and young people's settings	1 credit	M	H/601/5474
Unit 6	Understand the role of the social care worker	1 credit	M	A/602/3113
Unit 7	Understand person-centred approaches in adult social care settings	4 credits	M	J/602/3180
Unit 8	Understand health and safety in social care settings	4 credits	M	R/602/3179
Unit 9	Understand how to handle information in social care settings	1 credit	M	Y/602/3118
04701	**OCR Level 3 Certificate in Preparing to Work in Adult Social Care**	**21 credits**	**M**	**501/1674/5**
Made up of: • Units 1–9 (21 credits).				
Unit 1	Principles of communication in adult social care settings	2 credits	M	R/602/2906
Unit 2	Principles of personal development in adult social care settings	2 credits	M	R/602/3036
Unit 3	Principles of diversity, equality and inclusion in adult social care settings	2 credits	M	M/602/3044
Unit 4	Principles of safeguarding and protection in health and social care	3 credits	M	A/601/8574
Unit 5	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	M	R/601/1436
Unit 6	Understand the role of the social care worker	1 credit	M	A/602/3113
Unit 7	Understand person-centred approaches in adult social care settings	4 credits	M	R/602/3182
Unit 8	Understand health and safety in social care settings	5 credits	M	L/602/3178

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Understand how to handle information in social care settings	1 credit	M	D/602/3119
04711	**OCR Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's settings**	**3 credits**	**M**	**501/1444/X**
Made up of Unit 1.				
Unit 1	Understand employment responsibilities and rights in health, social care or children and young people's settings	3 credits	M	R/602/2954
04695	**OCR Level 2 Diploma for Children's Care, Learning and Development (Wales and Northern Ireland)**	**39 credits**	**EV**	**501/1867/5**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1–10 (27 credits) • 12 credits from Units 11–27. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Contribute to the support of children and young people's development through play	3 credits	EV	J/601/4530
Unit 2	Understand how to safeguard the welfare of children and young people	3 credits	EV	J/601/4527
Unit 3	Contribute to the support of child and young person development	3 credits	EV	Y/601/3236
Unit 4	Contribute to children and young people's health and safety	3 credits	EV	J/601/3491
Unit 5	Contribute to the support of positive environments for children and young people	3 credits	EV	H/601/3496
Unit 6	Understand partnership working in services for children and young people	2 credits	EV	M/601/3498
Unit 7	Introduction to communication in health, social care or children's and young people's settings	3 credits	EV	F/601/5465
Unit 8	Introduction to personal development in health, social care or children's and young people's settings	3 credits	EV	L/601/5470
Unit 9	Introduction to equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	R/601/5471
Unit 10	Child and young person development	2 credits	EV	H/601/3305
Optional units				
Unit 11	Contribute to the physical care of babies and young children	3 credits	EV	M/601/3243
Unit 12	Contribute to the support of children's learning in information and communication technology (ICT)	2 credits	EV	H/601/4549

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 13	Contribute to the support of children's positive behaviour in early years settings	3 credits	EV	T/601/4541
Unit 14	Contribute to the support of children's mathematical development	2 credits	EV	K/601/4536
Unit 15	Contribute to the development of babies and young children	2 credits	EV	H/601/3238
Unit 16	Contribute to the acquisition of a new language through immersion for children in early years settings	3 credits	EV	Y/601/3253
Unit 17	Contribute to the support of disabled children and those with specific requirements	3 credits	EV	A/601/4539
Unit 18	Understand how to set up a home based childcare service	4 credits	EV	Y/600/9770
Unit 19	Managing paediatric illness and injury	1 credit	EV	J/600/2037
Unit 20	Contribute to the support of children's communication, language and literacy	2 credits	EV	M/601/3310
Unit 21	Contribute to the support of children's knowledge and understanding of the world	2 credits	EV	D/601/3335
Unit 22	Contribute to the support of children's creative development	2 credits	EV	H/601/3336
Unit 23	Contribute to the support of children's outdoor play	2 credits	EV	K/601/3337
Unit 24	Paediatric emergency first aid	1 credit	EV	F/600/2036
Unit 25	Introductory awareness of sensory loss	2 credits	EV	F/601/3442
Unit 26	Introductory awareness of models of disability	2 credits	EV	Y/601/3446
Unit 27	Introduction to duty of care in health, social care or children's and young people's settings	1 credit	EV	H/601/5474
04697	**OCR Level 3 Diploma for Children's Care, Learning and Development (Wales and Northern Ireland)**	**65 credits**	**EV**	**600/0099/5**
Certification date: last certification date is 31 December 2015. Made up of: • Units 1–16 (49 credits) • 16 credits from Units 17–49. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Promote communication in health, social care or children's and young people's settings	3 credits	EV	J/601/1434
Unit 2	Engage in personal development in health, social care or children's and young people's settings	3 credits	EV	A/601/1429
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	Y/601/1437

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	EV	R/601/1436
Unit 5	Understand child and young person development	4 credits	EV	L/601/1693
Unit 6	Promote child and young person development	3 credits	EV	R/601/1694
Unit 7	Understand how to safeguard the wellbeing of children and young people	3 credits	EV	Y/601/1695
Unit 8	Support children and young people's health and safety	2 credits	EV	D/601/1696
Unit 9	Develop positive relationships with children, young people and others involved in their care	1 credit	EV	H/601/1697
Unit 10	Working together for the benefit of children and young people	2 credits	EV	K/601/1698
Unit 11	Understand how to support positive outcomes for children and young people	3 credits	EV	M/601/1699
Unit 12	Context and principles for early years provision	4 credits	EV	J/600/9781
Unit 13	Promote learning and development in the early years	5 credits	EV	L/600/9782
Unit 14	Promote children's welfare and well-being in the early years	6 credits	EV	Y/600/9784
Unit 15	Professional practice in early years settings	3 credits	EV	H/600/9786
Unit 16	Support children's speech, language and communication	4 credits	EV	T/600/9789
Optional units				
Unit 17	Work with babies and young children to promote their development and learning	6 credits	EV	A/601/0121
Unit 18	Care for the physical and nutritional needs of babies and young children	6 credits	EV	D/601/0130
Unit 19	Lead and manage a community-based early years setting	6 credits	EV	H/601/0131
Unit 20	Promote young children's physical activity and movement skills	3 credits	EV	M/601/0133
Unit 21	Understand how to set up a home-based childcare service	4 credits	EV	Y/600/9770
Unit 22	Support disabled children and young people and those with specific requirements	6 credits	EV	T/601/0134
Unit 23	Promote creativity and creative learning in young children	5 credits	EV	A/601/0135
Unit 24	Support children and young people to have positive relationships	3 credits	EV	R/601/1369
Unit 25	Support positive practice with children and young people with speech, language and communication needs	4 credits	EV	L/601/2861
Unit 26	Coordinate special educational needs provision	5 credits	EV	T/600/9775

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 27	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 28	Work with parents, families and carers to support their children's speech, language and communication development	3 credits	EV	Y/601/2877
Unit 29	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties	3 credits	EV	M/601/2884
Unit 30	Enable parents to develop ways of handling relationships and behaviour that contribute to everyday life with children	3 credits	EV	H/502/4682
Unit 31	Work with parents to meet their children's needs	3 credits	EV	Y/502/4680
Unit 32	Support children or young people in their own home	4 credits	EV	K/601/0132
Unit 33	Engage young parents in supporting their children's development	3 credits	EV	J/502/4660
Unit 34	Engage fathers in their children's early learning	3 credits	EV	Y/502/4663
Unit 35	Engage parents in their children's early learning	3 credits	EV	M/502/3812
Unit 36	Promote children in early years settings acquiring a new language through immersion	4 credits	EV	K/601/3225
Unit 37	Support use of medication in social care settings	5 credits	EV	F/601/4056
Unit 38	Promote children's experiential learning	6 credits	EV	T/602/1876
Unit 39	Support children and young people with physical disabilities	6 credits	EV	A/602/1880
Unit 40	Support children and young people with learning disabilities	6 credits	EV	F/602/1881
Unit 41	Support children and young people with autistic spectrum conditions	6 credits	EV	J/602/1882
Unit 42	Support the learning and development of children and young people with health needs	6 credits	EV	L/602/1883
Unit 43	Support children and young people with sensory loss	6 credits	EV	R/602/1884
Unit 44	Move and position individuals in accordance with their plan of care	4 credits	EV	J/601/8027
Unit 45	Meet food safety requirements when providing food and drink for individuals	2 credits	EV	T/601/9450
Unit 46	Managing paediatric illness and injury	1 credit	EV	J/600/2037
Unit 47	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 48	Paediatric emergency first aid	1 credit	EV	F/600/2036
Unit 49	Understand models of disability	3 credits	EV	F/601/3473

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Entry code	Qualification title	Credit value	Assessment	Qualification number
04698	**OCR Level 5 Diploma in Leadership for Children's Care, Learning and Development (Management) (Wales and Northern Ireland)**	**90 credits**	**EV**	**600/0097/1**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1–12 (64 credits) • At least 12 credits from Units 13–23 • Remaining 14 credits from Units 13–35. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Support children's care, learning and development in the early years	8 credits	EV	K/602/3463
Unit 2	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 3	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 4	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 5	Professional practice in children's care, learning and development	6 credits	EV	R/602/3456
Unit 6	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 7	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 8	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 9	Promote professional development	4 credits	EV	L/602/2578
Unit 10	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 11	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 12	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Optional units				
Unit 13	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 14	Manage physical resources	3 credits	EV	K/600/9711
Unit 15	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 16	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 17	Facilitate the development of effective group practice in health and social care or children and young people's	6 credits	EV	Y/602/2339

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	settings			
Unit 18	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 19	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 20	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 21	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 22	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 23	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 24	Leading provision for babies and young children	6 credits	EV	J/602/3065
Unit 25	Develop provision for family support	5 credits	EV	K/602/3074
Unit 26	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 27	Support others to promote children's communication in an early years setting	8 credits	EV	F/602/2383
Unit 28	Support others to promote children's mathematical development and problem solving skills in an early years setting	7 credits	EV	A/602/2138
Unit 29	Support others to promote children's knowledge and understanding of the world in an early years setting	7 credits	EV	A/602/2141
Unit 30	Support others to promote children's physical development in an early years setting	7 credits	EV	L/602/2435
Unit 31	Develop the environment for children and young people	4 credits	EV	A/602/2415
Unit 32	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 33	Promote creativity and creative learning in young children	5 credits	EV	A/601/0135
Unit 34	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 35	Explore models of disability	5 credits	EV	K/601/5251
04699	**OCR Level 5 Diploma in Leadership for Children's Care, Learning and Development (Advanced Practice) (Wales and Northern Ireland)**	**80 credits**	**EV**	**600/0095/8**

Certification only: last certification date is 31 December 2015.

Made up of:

- Units 1–10 (52 credits)
- 28 credits from Units 11–39, of which no more than 6 credits must be from Units 36–39.

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Support children's care, learning and development in the early years	8 credits	EV	K/602/3463
Unit 2	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 3	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 4	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 5	Professional practice in children's care, learning and development	6 credits	EV	R/602/3456
Unit 6	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 7	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 8	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 9	Promote professional development	4 credits	EV	L/602/2578
Unit 10	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Optional units				
Unit 11	Leading provision for babies and young children	6 credits	EV	J/602/3065
Unit 12	Develop provision for family support	5 credits	EV	K/602/3074
Unit 13	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 14	Support others to promote children's communication in an early years setting	8 credits	EV	F/602/2383
Unit 15	Support others to promote children's mathematical development and problem solving skills in an early years setting	7 credits	EV	A/602/2138
Unit 16	Support others to promote children's knowledge and understanding of the world in an early years setting	7 credits	EV	A/602/2141
Unit 17	Support others to promote children's physical development in an early years setting	7 credits	EV	L/602/2435
Unit 18	Develop the environment for children and young people	4 credits	EV	A/602/2415
Unit 19	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 20	Promote creativity and creative learning in young children	5 credits	EV	A/601/0135
Unit 21	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 22	Explore models of disability	5 credits	EV	K/601/5251
Unit 23	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 24	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 25	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 26	Manage physical resources	3 credits	EV	K/600/9711
Unit 27	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 28	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 29	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 30	Facilitate coaching and mentoring of practitioners in health, social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 31	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 32	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 33	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 34	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 35	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 36	Support positive practice with children and young people with speech, language and communication needs	4 credits	EV	L/601/2861
Unit 37	Work with parents, families and carers to support their children's speech, language and communication development	3 credits	EV	Y/601/2877
Unit 38	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties	3 credits	EV	M/601/2884
Unit 39	Promote children in early years settings acquiring a new language through immersion	4 credits	EV	K/601/3225

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10405	**OCR Level 3 Diploma for Residential Childcare (England)**	**61 credits**	**EV**	**601/5383/0**
Made up of: • Units 1–16 (53 credits) • At least 3 units and a minimum of 8 credits from Units 17–23 Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Understand the development of children and young people in residential childcare	3 credits	EV	F/506/7653
Unit 2	Understand how to safeguard and protect children and young people in residential childcare	7 credits	EV	T/506/8363
Unit 3	Understand how to support children and young people who have experienced harm or abuse	3 credits	EV	A/506/8364
Unit 4	Promote effective communication and information handling in residential childcare settings	3 credits	EV	A/506/8526
Unit 5	Support risk management in residential childcare	2 credits	EV	J/506/7587
Unit 6	Assessment and planning with children and young people in residential childcare	3 credits	EV	A/506/7828
Unit 7	Support group living in residential childcare	3 credits	EV	L/506/7588
Unit 8	Understand how to support positive outcomes for children and young people in residential childcare	2 credits	EV	A/506/7618
Unit 9	Support attachment and positive relationships for children and young people in residential childcare	4 credits	EV	M/506/7616
Unit 10	Support the well-being and resilience of children and young people in residential childcare	3 credits	EV	T/506/7617
Unit 11	Support children and young people in residential childcare to achieve their learning potential	4 credits	EV	L/506/7798
Unit 12	Support children and young people in residential childcare to manage their health	2 credits	EV	D/506/7594
Unit 13	Support the development of socially aware behaviour with children and young people in residential childcare	5 credits	EV	Y/506/8193
Unit 14	Engage in professional development in residential childcare settings	3 credits	EV	F/506/7782
Unit 15	Support the rights, diversity and equality of children and young people in residential childcare	3 credits	EV	R/506/7592
Unit 16	Participate in teams to benefit children and young people in residential childcare	3 credits	EV	F/506/7605
Optional units				
Unit 17	Understand the care system and its impact on children and young people	3 credits	EV	H/506/7595
Unit 18	Understand the youth justice system as it relates to residential childcare	3 credits	EV	J/506/7606

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 19	Support young people leaving care	6 credits	EV	K/506/8540
Unit 20	Understand residential childcare for children and young people with complex disabilities or conditions	3 credits	EV	R/506/8502
Unit 21	Understand support for young people with complex disabilities or conditions making the transition into adulthood	3 credits	EV	L/506/8501
Unit 22	Work with the families of children and young people in residential childcare	2 credits	EV	K/506/7596
Unit 23	Support use of medication in social care settings	5 credits	EV	F/601/4056
10406	**OCR Level 5 Diploma in Leadership and Management for Residential Childcare (England)**	**65 credits**	**EV**	**601/5384/2**
Made up of: • Units 1–15 (57 credits) • At least 3 units and a minimum of 8 credits from Units 16–23 Barred combination: • Unit 17 and 18 Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Understand children and young people's development in residential childcare	3 credits	EV	M/506/7650
Unit 2	Understand support for children and young people who are vulnerable and disadvantaged	2 credits	EV	A/506/7652
Unit 3	Lead and manage a team within a residential childcare setting	5 credits	EV	L/506/7607
Unit 4	Lead practice to support the safeguarding and protection of children and young people in residential childcare	8 credits	EV	M/506/8362
Unit 5	Lead practice for communication and information management in residential childcare settings	4 credits	EV	A/506/7585
Unit 6	Manage risk in residential childcare	3 credits	EV	J/506/7590
Unit 7	Lead and manage group living in residential childcare	4 credits	EV	L/506/7591
Unit 8	Lead a service that can support children or young people who have experienced harm or abuse	3 credits	EV	F/506/8365
Unit 9	Lead practice to achieve positive outcomes for children and young people in residential childcare	5 credits	EV	F/506/7619
Unit 10	Implement a Positive Relationship Policy in residential childcare	6 credits	EV	R/506/8192
Unit 11	Lead practice to support the well-being and resilience of children and young people in residential childcare	3 credits	EV	T/506/7620
Unit 12	Lead practice in safe use of digital, internet and mobile technology with children and young people	2 credits	EV	L/506/8367

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 13	Undertake professional development in residential childcare settings	2 credits	EV	H/506/7791
Unit 14	Lead practice to promote the rights, diversity and equality of children and young people in residential childcare	3 credits	EV	T/506/7584
Unit 15	Lead networks and multi-agency work to benefit children and young people in residential childcare	4 credits	EV	R/506/7608
Optional units				
Unit 16	Understand the care system and its impact on children and young people	3 credits	EV	H/506/7595
Unit 17	Lead a residential childcare service that can engage with the youth justice system	5 credits	EV	Y/506/7609
Unit 18	Understand the youth justice system as it relates to residential childcare	3 credits	EV	J/506/7606
Unit 19	Lead practice to support young people leaving care	4 credits	EV	Y/506/8114
Unit 20	Understand the context of residential childcare for children and young people with complex disabilities or conditions	3 credits	EV	J/506/8318
Unit 21	Principles for leading the transition of young people with complex disabilities or conditions to adult services	3 credits	EV	A/506/7568
Unit 22	Support others to understand models of disability and their effects on working practice with children and young people	2 credits	EV	R/506/8158
Unit 23	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
09621	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Residential Management)**	**80 credits**	**EV**	**600/1250/X**
Certification only: last certification date is 31 March 2018. Made up of: • Units 1–12 (64 credits) • At least 12 credits from Units 13–23 • At least 1 and no more than 6 credits from Units 24–31 • Remaining credits from Units 13–23 and 32–64. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management	5 credits	EV	K/602/3172

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	policies, procedures and practices in health and social care or children and young people's settings			
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage group living for children	6 credits	EV	A/602/3175
Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 12	Lead practice in promoting the well-being and resilience of children and young people	8 credits	EV	J/602/2577
Optional management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional knowledge units				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 24	Understand partnership working	1 credit	EV	T/602/3188
Unit 25	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 28	Understand physical disability	3 credits	EV	J/601/6150
Unit 29	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 30	Understand sensory loss	3 credits	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 32	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 33	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 34	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 35	Develop provision for family support	5 credits	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 37	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 38	Lead active support	5 credits	EV	H/601/7354
Unit 39	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 42	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 44	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 46	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 51	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 52	Explore models of disability	5 credits	EV	K/601/5251

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 53	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 58	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 59	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585

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Entry code	Qualification title	Credit value	Assessment	Qualification number
09622	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Management)**	**80 credits**	**EV**	**600/1250/X**
Last date to make entries is 31 March 2015. Made up of: • Units 1–11 (58 credits) • At least 12 credits from Units 12–22 • At least 1 and no more than 6 credits from Units 23–30 • Remaining credits from Units 12–22 and 31–63. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 10	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 11	Lead practice in promoting the well being and resilience of children and young people	8 credits	EV	J/602/2577
Optional management units				
Unit 12	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 13	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 14	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 15	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 16	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 17	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 18	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 19	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 20	Manage quality in health and social care or children and young people's settings	5 credits	EV	R/602/2758
Unit 21	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 22	Manage physical resources	3 credits	EV	K/600/9711
Optional knowledge units				
Unit 23	Understand partnership working	1 credit	EV	T/602/3188
Unit 24	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 25	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 26	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 27	Understand physical disability	3 credits	EV	J/601/6150
Unit 28	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 29	Understand sensory loss	3 credits	EV	M/601/3467
Unit 30	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 31	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 32	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 33	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 34	Develop provision for family support	5 credits	EV	K/602/3074
Unit 35	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 36	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 37	Lead active support	5 credits	EV	H/601/7354
Unit 38	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 39	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 40	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 41	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 42	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 43	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 44	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 45	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 46	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 47	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 48	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 49	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 50	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 51	Explore models of disability	5 credits	EV	K/601/5251
Unit 52	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 53	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 54	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 55	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 56	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 57	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 58	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 59	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 60	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 61	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 62	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 63	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585

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Entry code	Qualification title	Credit value	Assessment	Qualification number
09623	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Advanced Practice)**	**80 credits**	**EV**	**600/1250/X**
Last date to make entries is 31 March 2015. Made up of: • Units 1–9 (46 credits) • At least 1 and no more than 6 credits from Units 10–17 • Remaining credits from Units 18–61. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead practice in promoting the well-being and resilience of children and young people	8 credits	EV	J/602/2577
Optional knowledge units				
Unit 10	Understand partnership working	1 credit	EV	T/602/3188
Unit 11	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 12	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 13	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 14	Understand physical disability	3 credits	EV	J/601/6150
Unit 15	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 16	Understand sensory loss	3 credits	EV	M/601/3467
Unit 17	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 18	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 19	Recruitment and selection within health and social care	3 credits	EV	R/602/2338

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	or children and young people's settings			
Unit 20	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 21	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 22	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 23	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 24	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 25	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 26	Manage quality in health and social care or children and young people's settings	5 credits	EV	R/602/2758
Unit 27	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 28	Manage physical resources	3 credits	EV	K/600/9711
Unit 29	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 30	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 31	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 32	Develop provision for family support	5 credits	EV	K/602/3074
Unit 33	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 34	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 35	Lead active support	5 credits	EV	H/601/7354
Unit 36	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 37	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 38	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 39	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 40	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 41	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 42	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 43	Support individuals at the end of life	7 credits	EV	T/601/9495

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 44	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 45	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 46	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 47	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 48	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 49	Explore models of disability	5 credits	EV	K/601/5251
Unit 50	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 51	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 52	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 53	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 54	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 55	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 56	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 57	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 58	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 59	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 60	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 61	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
09624	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Residential Management)**	**80 credits**	**EV**	**600/1250/X**
Last date to make entries is 31 March 2015. Made up of: • Units 1–12 (52 credits) • At least 12 credits from Units 13–23 • At least 1 and no more than 6 credits from Units 24–31 • Remaining credits from Units 13–23 and 32–64. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Lead and manage group living for adults	5 credits	EV	T/602/3174
Unit 9	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 10	Lead person-centred practice	4 credits	EV	D/602/2844
Unit 11	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 12	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Optional management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Optional knowledge units				
Unit 24	Understand partnership working	1 credit	EV	T/602/3188
Unit 25	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 28	Understand physical disability	3 credits	EV	J/601/6150
Unit 29	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 30	Understand sensory loss	3 credits	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 32	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 33	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 34	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 35	Develop provision for family support	5 credits	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 37	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 38	Lead active support	5 credits	EV	H/601/7354
Unit 39	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 42	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 44	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 46	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 51	Support the use of assistive technology	4 credits	EV	H/601/5250

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 52	Explore models of disability	5 credits	EV	K/601/5251
Unit 53	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 58	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 59	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
09625	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Management)**	**80 credits**	**EV**	**600/1250/X**
Last date to make entries is 31 March 2015. Made up of: • Units 1–12 (53 credits) • At least 12 credits from Units 13–23 • At least 1 and no more than 6 credits from Units 24–31 • Remaining credits from Units 13–23 and 32–64. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 9	Lead person-centred practice	4 credits	EV	D/602/2844
Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 12	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
Optional management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional knowledge units				
Unit 24	Understand partnership working	1 credit	EV	T/602/3188
Unit 25	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 28	Understand physical disability	3 credits	EV	J/601/6150

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 29	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 30	Understand sensory loss	3 credits	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 32	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 33	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 34	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 35	Develop provision for family support	5 credits	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 37	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 38	Lead active support	5 credits	EV	H/601/7354
Unit 39	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 42	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 44	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 46	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 51	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 52	Explore models of disability	5 credits	EV	K/601/5251
Unit 53	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4 credits	EV	T/600/9789

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 58	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 59	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
09626	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Advanced Practice)**	**80 credits**	**EV**	**600/1250/X**
Last date to make entries is 31 March 2015. Made up of: • Units 1–10 (41 credits) • At least 1 and no more than 6 credits from Units 11–18 • Remaining credits from Units 19–62. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 9	Lead person-centred practice	4 credits	EV	D/602/2844
Unit 10	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
Optional knowledge units				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 11	Understand partnership working	1 credit	EV	T/602/3188
Unit 12	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 13	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 14	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 15	Understand physical disability	3 credits	EV	J/601/6150
Unit 16	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 17	Understand sensory loss	3 credits	EV	M/601/3467
Unit 18	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 19	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 20	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 21	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 22	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 23	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 24	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 25	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 26	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 27	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 28	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 29	Manage physical resources	3 credits	EV	K/600/9711
Unit 30	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 31	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 32	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 33	Develop provision for family support	5 credits	EV	K/602/3074
Unit 34	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 35	Undertake a research project within services for health	10 credits	EV	J/602/3499

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	and social care or children and young people			
Unit 36	Lead active support	5 credits	EV	H/601/7354
Unit 37	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 38	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 39	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 40	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 41	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 42	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 43	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 44	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 45	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 46	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 47	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 48	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 49	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 50	Explore models of disability	5 credits	EV	K/601/5251
Unit 51	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 52	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 53	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 54	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 55	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 56	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 57	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 58	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 59	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 60	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 61	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 62	Identify and act upon immediate risk of danger to	4 credits	EV	D/501/0585

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	substance misusers			
10393	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Residential Management)**	**90 credits**	**EV**	**601/4578/X**
Made up of: • Units 1–12, 37, 85 (68 credits) • At least 12 credits from Units 13–23 • At least 1 and no more than 6 credits from Units 24–31, 65, 66, and 67 • Remaining credits from Units 13–23 and 32–88. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory Units				
Unit 1	Use and develop systems that promote communication	3	EV	F/602/2335
Unit 2	Promote professional development	4	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4	EV	A/602/3189
Unit 37	Undertake a research project within services for health and social care or children and young people	10	EV	J/602/3499
Unit 85	Understand professional management and leadership in health and social care or children and young people's settings	6	EV	F/504/2218
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5	EV	R/602/2856
Unit 8	Lead and manage group living for adults	5	EV	T/602/3174
Unit 9	Understand safeguarding of children and young people for those working in the adult sector	1	EV	Y/602/2860
Unit 10	Lead person centred practice	4	EV	D/602/2844
Unit 11	Lead and manage a team within a health and social care or children and young people's setting	7	EV	H/602/3171
Unit 12	Develop professional supervision practice in health and social care or children and young people's work settings	5	EV	M/602/3187
Optional Management Units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6	EV	L/602/2547

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 17	Manage induction in health and social care or children and young people's settings	3	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6	EV	Y/600/9588
Unit 23	Manage physical resources	3	EV	K/600/9711
Optional Knowledge Units				
Unit 24	Understand partnership working	1	EV	T/602/3188
Unit 25	Understand how to manage a team	3	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3	EV	J/601/3538
Unit 28	Understand physical disability	3	EV	J/601/6150
Unit 29	Understand the impact of acquired brain injury on individuals	3	EV	Y/601/6167
Unit 30	Understand sensory loss	3	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3	EV	A/601/6274
Unit 65	Understand advance care planning	3	EV	A/503/8135
Unit 66	Understand how to support individuals during the last days of life	3	EV	J/503/8137
Unit 67	End of life and dementia care	2	EV	F/503/8704
Optional Units				
Unit 32	Manage domiciliary services	6	EV	L/602/2337
Unit 33	Lead the management of transitions	4	EV	F/602/2853
Unit 34	Lead positive behavioural support	10	EV	K/602/2572
Unit 35	Develop provision for family support	5	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8	EV	M/602/2380
Unit 38	Lead active support	5	EV	H/601/7354

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 39	Active support: lead interactive training	4	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7	EV	A/601/5318
Unit 42	Support families who are affected by acquired brain injury	3	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3	EV	D/601/5750
Unit 44	Support the development of community partnerships	5	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4	EV	K/601/7906
Unit 46	Support individuals at the end of life	7	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3	EV	M/601/5249
Unit 51	Support the use of assistive technology	4	EV	H/601/5250
Unit 52	Explore models of disability	5	EV	K/601/5251
Unit 53	Support individuals with sensory loss with communication	5	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4	EV	T/600/9789
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12	EV	F/502/3295
Unit 58	Independent mental health advocacy	7	EV	J/502/3296
Unit 59	Providing independent advocacy management	11	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5	EV	F/502/3300
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4	EV	D/501/0585
Unit 68	Lead and manage practice in dementia care	6	EV	D/504/2212
Unit 69	Support the spiritual wellbeing of individuals	3	EV	M/503/8133
Unit 70	Support individuals during the last days of life	5	EV	F/503/8685
Unit 71	Lead and manage end of life care services	7	EV	T/503/8134
Unit 72	Lead a service that supports individuals through significant life events	4	EV	L/503/8138
Unit 73	Support individuals to stay safe from harm or abuse	4	EV	T/504/2202

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 74	Provide support to adults who have experienced harm or abuse	5	EV	J/504/2205
Unit 75	Assess the needs of carers and families	4	EV	T/504/2216
Unit 76	Provide support to children or young people who have experienced harm or abuse	6	EV	F/504/2204
Unit 77	Understand the factors affecting older people	2	EV	D/504/2243
Unit 78	Provide information about health and social care or children and young people's services	3	EV	Y/504/2239
Unit 79	Lead and manage infection prevention and control within the work setting	6	EV	Y/504/2208
Unit 80	Professional practice in health and social care for adults or children and young people	6	EV	T/504/2197
Unit 81	Develop, maintain and use records and reports	3	EV	A/504/2198
Unit 82	Lead practice which supports individuals to take positive risks	4	EV	H/504/2213
Unit 83	Lead practice in assessing and planning for the needs of families and carers	3	EV	A/504/2217
Unit 84	Manage business redesign in health and social care or children or young people's services	5	EV	J/504/2236
Unit 86	Appraise staff performance	5	EV	J/504/2219
Unit 87	Support people who are providing homes to individuals	6	EV	R/504/2224
Unit 88	Manage disciplinary processes in health and social care or children and young people's settings	6	EV	M/504/2232
10394	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Management)**	**90 credits**	**EV**	**601/4578/X**
Made up of: • Units 1–12, 37, 85 (69 credits) • At least 12 credits from Units 13–23 • At least 1 and no more than 6 credits from Units 24–31, 65, 66, and 67 • Remaining credits from Units 13–23 and 32–88. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory Units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 37	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 85	Understand professional management and leadership in health and social care or children and young people's settings	6 credits	EV	F/504/2218

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Understand safeguarding of children and young people for those working in the adult sector	1 credit	EV	Y/602/2860
Unit 9	Lead person centred practice	4 credits	EV	D/602/2844
Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 12	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
Optional Management Units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional Knowledge Units				
Unit 24	Understand partnership working	1 credit	EV	T/602/3188
Unit 25	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 28	Understand physical disability	3 credits	EV	J/601/6150
Unit 29	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 30	Understand sensory loss	3 credits	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 65	Understand advance care planning	3 credits	EV	A/503/8135
Unit 66	Understand how to support individuals during the last	3 credits	EV	J/503/8137

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	days of life			
Unit 67	End of life and dementia care	2 credits	EV	F/503/8704
Optional Units				
Unit 32	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 33	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 34	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 35	Develop provision for family support	5 credits	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 38	Lead active support	5 credits	EV	H/601/7354
Unit 39	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 42	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 44	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 46	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 51	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 52	Explore models of disability	5 credits	EV	K/601/5251
Unit 53	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 58	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 59	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 68	Lead and manage practice in dementia care	6 credits	EV	D/504/2212
Unit 69	Support the spiritual wellbeing of individuals	3 credits	EV	M/503/8133
Unit 70	Support individuals during the last days of life	5 credits	EV	F/503/8685
Unit 71	Lead and manage end of life care services	7 credits	EV	T/503/8134
Unit 72	Lead a service that supports individuals through significant life events	4 credits	EV	L/503/8138
Unit 73	Support individuals to stay safe from harm or abuse	4 credits	EV	T/504/2202
Unit 74	Provide support to adults who have experienced harm or abuse	5 credits	EV	J/504/2205
Unit 75	Assess the needs of carers and families	4 credits	EV	T/504/2216
Unit 76	Provide support to children or young people who have experienced harm or abuse	6 credits	EV	F/504/2204
Unit 77	Understand the factors affecting older people	2 credits	EV	D/504/2243
Unit 78	Provide information about health and social care or children and young people's services	3 credits	EV	Y/504/2239
Unit 79	Lead and manage infection prevention and control within the work setting	6 credits	EV	Y/504/2208
Unit 80	Professional practice in health and social care for adults or children and young people	6 credits	EV	T/504/2197
Unit 81	Develop, maintain and use records and reports	3 credits	EV	A/504/2198
Unit 82	Lead practice which supports individuals to take positive risks	4 credits	EV	H/504/2213
Unit 83	Lead practice in assessing and planning for the needs of families and carers	3 credits	EV	A/504/2217
Unit 84	Manage business redesign in health and social care or children or young people's services	5 credits	EV	J/504/2236
Unit 86	Appraise staff performance	5 credits	EV	J/504/2219
Unit 87	Support people who are providing homes to individuals	6 credits	EV	R/504/2224
Unit 88	Manage disciplinary processes in health and social care or children and young people's settings	6 credits	EV	M/504/2232

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10395	OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Adults' Advanced Practice)	90 credits	EV	601/4578/X
Made up of: • Units 1–10, 35, 83 (57 credits) • At least 1 and no more than 6 credits from Units 11–18, 63, 64, 65 • Remaining credits from Units 19–86. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory Units				
Unit 1	Use and develop systems that promote communication	3	EV	F/602/2335
Unit 2	Promote professional development	4	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4	EV	A/602/3189
Unit 35	Undertake a research project within services for health and social care or children and young people	10	EV	J/602/3499
Unit 83	Understand professional management and leadership in health and social care or children and young people's settings	6	EV	F/504/2218
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5	EV	R/602/2856
Unit 8	Understand safeguarding of children and young people for those working in the adult sector	1	EV	Y/602/2860
Unit 9	Lead person centred practice	4	EV	D/602/2844
Unit 10	Assess the individual in a health and social care setting	6	EV	J/601/5242
Optional Knowledge Units				
Unit 11	Understand partnership working	1	EV	T/602/3188
Unit 12	Understand how to manage a team	3	EV	D/602/3170
Unit 13	Understanding professional supervision practice	3	EV	H/602/3185
Unit 14	Understand the process and experience of dementia	3	EV	J/601/3538
Unit 15	Understand physical disability	3	EV	J/601/6150
Unit 16	Understand the impact of acquired brain injury on individuals	3	EV	Y/601/6167
Unit 17	Understand sensory loss	3	EV	M/601/3467
Unit 18	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3	EV	A/601/6274
Unit 63	Understand advance care planning	3	EV	A/503/8135
Unit 64	Understand how to support individuals during the last days of life	3	EV	J/503/8137
Unit 65	End of life and dementia care	2	EV	F/503/8704
Optional Units				

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Unit 19	Develop procedures and practice to respond to concerns and complaints	6	EV	J/602/2336
Unit 20	Recruitment and selection within health and social care or children and young people's settings	3	EV	R/602/2338
Unit 21	Facilitate the development of effective group practice in health and social care or children and young people's settings	6	EV	Y/602/2339
Unit 22	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6	EV	L/602/2547
Unit 23	Manage induction in health and social care or children and young people's settings	3	EV	T/602/2574
Unit 24	Facilitate change in health and social care or children and young people's settings	6	EV	F/602/2612
Unit 25	Manage an inter-professional team in a health and social care or children and young people's setting	7	EV	L/602/2743
Unit 26	Manage finance within own area of responsibility in health and social care or children and young people's setting	4	EV	T/602/2753
Unit 27	Manage quality in health and social care or children and young people's setting	5	EV	R/602/2758
Unit 28	Develop and evaluate operational plans for own area of responsibility	6	EV	Y/600/9588
Unit 29	Manage physical resources	3	EV	K/600/9711
Unit 30	Manage domiciliary services	6	EV	L/602/2337
Unit 31	Lead the management of transitions	4	EV	F/602/2853
Unit 32	Lead positive behavioural support	10	EV	K/602/2572
Unit 33	Develop provision for family support	5	EV	K/602/3074
Unit 34	Lead support for disabled children and young people and their carers	8	EV	M/602/2380
Unit 36	Lead active support	5	EV	H/601/7354
Unit 37	Active support: lead interactive training	4	EV	K/601/7355
Unit 38	Promote access to healthcare for individuals with learning disabilities	6	EV	J/601/5645
Unit 39	Promote good practice in the support of individuals with autistic spectrum conditions	7	EV	A/601/5318
Unit 40	Support families who are affected by acquired brain injury	3	EV	M/601/5817
Unit 41	Support families who have a child with a disability	3	EV	D/601/5750
Unit 42	Support the development of community partnerships	5	EV	M/601/9494
Unit 43	Support individuals to access housing and accommodation services	4	EV	K/601/7906
Unit 44	Support individuals at the end of life	7	EV	T/601/9495
Unit 45	Work with families, carers and individuals during times of crisis	5	EV	F/601/9029
Unit 46	Implement the positive behavioural support model	8	EV	T/601/9738
Unit 47	Support individuals to access education, training or employment	4	EV	H/601/3546
Unit 48	Promote awareness of sensory loss	3	EV	M/601/5249
Unit 49	Support the use of assistive technology	4	EV	H/601/5250
Unit 50	Explore models of disability	5	EV	K/601/5251

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Unit 51	Support individuals with sensory loss with communication	5	EV	M/601/5252
Unit 52	Support individuals with multiple conditions and/or disabilities	5	EV	T/601/5253
Unit 53	Support children's speech, language and communication	4	EV	T/600/9789
Unit 54	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5	EV	F/600/9777
Unit 55	Independent mental capacity advocacy	12	EV	F/502/3295
Unit 56	Independent mental health advocacy	7	EV	J/502/3296
Unit 57	Providing independent advocacy management	11	EV	L/502/3297
Unit 58	Providing independent advocacy to adults	5	EV	R/502/3298
Unit 59	Independent advocacy with children and young people	7	EV	Y/502/3299
Unit 60	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5	EV	F/502/3300
Unit 61	Recognise indications of substance misuse and refer individuals to specialists	4	EV	M/601/0648
Unit 62	Identify and act upon immediate risk of danger to substance misusers	4	EV	D/501/0585
Unit 66	Lead and manage practice in dementia care	6	EV	D/504/2212
Unit 67	Support the spiritual wellbeing of individuals	3	EV	M/503/8133
Unit 68	Support individuals during the last days of life	5	EV	F/503/8685
Unit 69	Lead and manage end of life care services	7	EV	T/503/8134
Unit 70	Lead a service that supports individuals through significant life events	4	EV	L/503/8138
Unit 71	Support individuals to stay safe from harm or abuse	4	EV	T/504/2202
Unit 72	Provide support to adults who have experienced harm or abuse	5	EV	J/504/2205
Unit 73	Assess the needs of carers and families	4	EV	T/504/2216
Unit 74	Provide support to children or young people who have experienced harm or abuse	6	EV	F/504/2204
Unit 75	Understand the factors affecting older people	2	EV	D/504/2243
Unit 76	Provide information about health and social care or children and young people's services	3	EV	Y/504/2239
Unit 77	Lead and manage infection prevention and control within the work setting	6	EV	Y/504/2208
Unit 78	Professional practice in health and social care for adults or children and young people	6	EV	T/504/2197
Unit 79	Develop, maintain and use records and reports	3	EV	A/504/2198
Unit 80	Lead practice which supports individuals to take positive risks	4	EV	H/504/2213
Unit 81	Lead practice in assessing and planning for the needs of families and carers	3	EV	A/504/2217
Unit 82	Manage business redesign in health and social care or children or young people's services	5	EV	J/504/2236
Unit 84	Appraise staff performance	5	EV	J/504/2219
Unit 85	Support people who are providing homes to individuals	6	EV	R/504/2224
Unit 86	Manage disciplinary processes in health and social care or children and young people's settings	6	EV	M/504/2232

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10396	OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Residential Management)	90 credits	EV	601/4578/X
Certification only: last certification date is 31 January 2018. Made up of: • Units 1–12, 37 • A minimum of 12 credits from Units 13–23 • A minimum of 1 credit and a maximum of 6 credits from Units 24–31, 65, 66, and 67 • The remaining credits from Units 13–23 and/or 32–88. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory Units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage group living for children	6 credits	EV	A/602/3175
Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 12	Lead practice in promoting the well being and resilience of children and young people	8 credits	EV	J/602/2577
Unit 37	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Optional Management Units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547

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Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional Knowledge Units				
Unit 24	Understand partnership working	1 credits	EV	T/602/3188
Unit 25	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 26	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 27	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 28	Understand physical disability	3 credits	EV	J/601/6150
Unit 29	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 30	Understand sensory loss	3 credits	EV	M/601/3467
Unit 31	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 65	Understand advance care planning	3 credits	EV	A/503/8135
Unit 66	Understand how to support individuals during the last days of life	3 credits	EV	J/503/8137
Unit 67	End of life and dementia care	2 credits	EV	F/503/8704
Optional Units				
Unit 32	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 33	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 34	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 35	Develop provision for family support	5 credits	EV	K/602/3074
Unit 36	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 38	Lead active support	5 credits	EV	H/601/7354
Unit 39	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 40	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 41	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318

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Unit 42	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 43	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 44	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 45	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 46	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 47	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 48	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 49	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 50	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 51	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 52	Explore models of disability	5 credits	EV	K/601/5251
Unit 53	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 54	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 55	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 56	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 57	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 58	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 59	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 60	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 61	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 62	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 63	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 64	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 68	Lead and manage practice in dementia care	6 credits	EV	D/504/2212
Unit 69	Support the spiritual wellbeing of individuals	3 credits	EV	M/503/8133
Unit 70	Support individuals during the last days of life	5 credits	EV	F/503/8685
Unit 71	Lead and manage end of life care services	7 credits	EV	T/503/8134
Unit 72	Lead a service that supports individuals through significant life events	4 credits	EV	L/503/8138
Unit 73	Support individuals to stay safe from harm or abuse	4 credits	EV	T/504/2202
Unit 74	Provide support to adults who have experienced harm or abuse	5 credits	EV	J/504/2205
Unit 75	Assess the needs of carers and families	4 credits	EV	T/504/2216
Unit 76	Provide support to children or young people who have experienced harm or abuse	6 credits	EV	F/504/2204
Unit 77	Understand the factors affecting older people	2 credits	EV	D/504/2243

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Unit 78	Provide information about health and social care or children and young people's services	3 credits	EV	Y/504/2239
Unit 79	Lead and manage infection prevention and control within the work setting	6 credits	EV	Y/504/2208
Unit 80	Professional practice in health and social care for adults or children and young people	6 credits	EV	T/504/2197
Unit 81	Develop, maintain and use records and reports	3 credits	EV	A/504/2198
Unit 82	Lead practice which supports individuals to take positive risks	4 credits	EV	H/504/2213
Unit 83	Lead practice in assessing and planning for the needs of families and carers	3 credits	EV	A/504/2217
Unit 84	Manage business redesign in health and social care or children or young people's services	5 credits	EV	J/504/2236
Unit 85	Understand professional management and leadership in health and social care or children and young people's settings	6 credits	EV	F/504/2218
Unit 86	Appraise staff performance	5 credits	EV	J/504/2219
Unit 87	Support people who are providing homes to individuals	6 credits	EV	R/504/2224
Unit 88	Manage disciplinary processes in health and social care or children and young people's settings	6 credits	EV	M/504/2232
10397	**OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Management)**	**90 credits**	**EV**	**601/4578/X**

Made up of:

- Units 1–11, 36 (68 credits)
- At least 12 credits from Units 12–22
- At least 1 and no more than 6 credits from Units 23–30, 64, 65, 66
- Remaining credits from Units 12–22 and 31–87.

Please refer to the subject-specific pages of the OCR website for rules of combination.

Mandatory Units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 10	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 11	Lead practice in promoting the well being and resilience	8 credits	EV	J/602/2577

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	of children and young people			
Unit 36	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Optional Management Units				
Unit 12	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 13	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 14	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 15	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 16	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 17	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 18	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 19	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 20	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 21	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 22	Manage physical resources	3 credits	EV	K/600/9711
Optional Knowledge Units				
Unit 23	Understand partnership working	1 credits	EV	T/602/3188
Unit 24	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 25	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 26	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 27	Understand physical disability	3 credits	EV	J/601/6150
Unit 28	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 29	Understand sensory loss	3 credits	EV	M/601/3467
Unit 30	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 64	Understand advance care planning	3 credits	EV	A/503/8135
Unit 65	Understand how to support individuals during the last days of life	3 credits	EV	J/503/8137
Unit 66	End of life and dementia care	2 credits	EV	F/503/8704
Optional Units				
Unit 31	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 32	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 33	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 34	Develop provision for family support	5 credits	EV	K/602/3074
Unit 35	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380

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Unit 37	Lead active support	5 credits	EV	H/601/7354
Unit 38	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 39	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 40	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 41	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 42	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 43	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 44	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 45	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 46	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 47	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 48	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 49	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 50	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 51	Explore models of disability	5 credits	EV	K/601/5251
Unit 52	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 53	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 54	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 55	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 56	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 57	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 58	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 59	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 60	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 61	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300

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Unit 62	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 63	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 67	Lead and manage practice in dementia care	6 credits	EV	D/504/2212
Unit 68	Support the spiritual wellbeing of individuals	3 credits	EV	M/503/8133
Unit 69	Support individuals during the last days of life	5 credits	EV	F/503/8685
Unit 70	Lead and manage end of life care services	7 credits	EV	T/503/8134
Unit 71	Lead a service that supports individuals through significant life events	4 credits	EV	L/503/8138
Unit 72	Support individuals to stay safe from harm or abuse	4 credits	EV	T/504/2202
Unit 73	Provide support to adults who have experienced harm or abuse	5 credits	EV	J/504/2205
Unit 74	Assess the needs of carers and families	4 credits	EV	T/504/2216
Unit 75	Provide support to children or young people who have experienced harm or abuse	6 credits	EV	F/504/2204
Unit 76	Understand the factors affecting older people	2 credits	EV	D/504/2243
Unit 77	Provide information about health and social care or children and young people's services	3 credits	EV	Y/504/2239
Unit 78	Lead and manage infection prevention and control within the work setting	6 credits	EV	Y/504/2208
Unit 79	Professional practice in health and social care for adults or children and young people	6 credits	EV	T/504/2197
Unit 80	Develop, maintain and use records and reports	3 credits	EV	A/504/2198
Unit 81	Lead practice which supports individuals to take positive risks	4 credits	EV	H/504/2213
Unit 82	Lead practice in assessing and planning for the needs of families and carers	3 credits	EV	A/504/2217
Unit 83	Manage business redesign in health and social care or children or young people's services	5 credits	EV	J/504/2236
Unit 84	Understand professional management and leadership in health and social care or children and young people's settings	6 credits	EV	F/504/2218
Unit 85	Appraise staff performance	5 credits	EV	J/504/2219
Unit 86	Support people who are providing homes to individuals	6 credits	EV	R/504/2224
Unit 87	Manage disciplinary processes in health and social care or children and young people's settings	6 credits	EV	M/504/2232

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10398	OCR Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Advanced Practice)	90 credits	EV	601/4578/X

Made up of:

- Units 1–9, 34 (56 credits)
- At least 1 and no more than 6 credits from Units 10–17, 62, 63 and 64
- Remaining credits from Units 18–85.

Please refer to the subject-specific pages of the OCR website for rules of combination.

Mandatory Units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead practice in promoting the well being and resilience of children and young people	8 credits	EV	J/602/2577
Unit 34	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Optional Knowledge Units				
Unit 10	Understand partnership working	1 credits	EV	T/602/3188
Unit 11	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 12	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 13	Understand the process and experience of dementia	3 credits	EV	J/601/3538
Unit 14	Understand physical disability	3 credits	EV	J/601/6150
Unit 15	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 16	Understand sensory loss	3 credits	EV	M/601/3467
Unit 17	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Unit 62	Understand advance care planning	3 credits	EV	A/503/8135
Unit 63	Understand how to support individuals during the last days of life	3 credits	EV	J/503/8137
Unit 64	End of life and dementia care	2 credits	EV	F/503/8704
Optional Units				
Unit 18	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 19	Recruitment and selection within health and social care	3 credits	EV	R/602/2338

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	or children and young people's settings			
Unit 20	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 21	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 22	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 23	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 24	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 25	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 26	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 27	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 28	Manage physical resources	3 credits	EV	K/600/9711
Unit 29	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 30	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 31	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 32	Develop provision for family support	5 credits	EV	K/602/3074
Unit 33	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 35	Lead active support	5 credits	EV	H/601/7354
Unit 36	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 37	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 38	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 39	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 40	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 41	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 42	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 43	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 44	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 45	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 46	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 47	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 48	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 49	Explore models of disability	5 credits	EV	K/601/5251
Unit 50	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 51	Support individuals with multiple conditions and/or	5 credits	EV	T/601/5253

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	disabilities			
Unit 52	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 53	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 54	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 55	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 56	Providing independent advocacy management	11 credits	EV	L/502/3297
Unit 57	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 58	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 59	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 60	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 61	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 65	Lead and manage practice in dementia care	6 credits	EV	D/504/2212
Unit 66	Support the spiritual wellbeing of individuals	3 credits	EV	M/503/8133
Unit 67	Support individuals during the last days of life	5 credits	EV	F/503/8685
Unit 68	Lead and manage end of life care services	7 credits	EV	T/503/8134
Unit 69	Lead a service that supports individuals through significant life events	4 credits	EV	L/503/8138
Unit 70	Support individuals to stay safe from harm or abuse	4 credits	EV	T/504/2202
Unit 71	Provide support to adults who have experienced harm or abuse	5 credits	EV	J/504/2205
Unit 72	Assess the needs of carers and families	4 credits	EV	T/504/2216
Unit 73	Provide support to children or young people who have experienced harm or abuse	6 credits	EV	F/504/2204
Unit 74	Understand the factors affecting older people	2 credits	EV	D/504/2243
Unit 75	Provide information about health and social care or children and young people's services	3 credits	EV	Y/504/2239
Unit 76	Lead and manage infection prevention and control within the work setting	6 credits	EV	Y/504/2208
Unit 77	Professional practice in health and social care for adults or children and young people	6 credits	EV	T/504/2197
Unit 78	Develop, maintain and use records and reports	3 credits	EV	A/504/2198
Unit 79	Lead practice which supports individuals to take positive risks	4 credits	EV	H/504/2213
Unit 80	Lead practice in assessing and planning for the needs of families and carers	3 credits	EV	A/504/2217
Unit 81	Manage business redesign in health and social care or children or young people's services	5 credits	EV	J/504/2236
Unit 82	Understand professional management and leadership in health and social care or children and young people's settings	6 credits	EV	F/504/2218
Unit 83	Appraise staff performance	5 credits	EV	J/504/2219
Unit 84	Support people who are providing homes to individuals	6 credits	EV	R/504/2224
Unit 85	Manage disciplinary processes in health and social care or children and young people's settings	6 credits	EV	M/504/2232

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04313	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland**	**80 credits**	**EV**	**600/0094/6**
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–9 (46 credits) • 34 credits from Units 10–48, of which no more than 6 must be from Units 10–16. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead practice in promoting the well-being and resilience of children and young people	8 credits	EV	J/602/2577
Optional knowledge units				
Unit 10	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 11	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 12	Understand the process and experience of dementia	3 credits	EV	J/601/ 3538
Unit 13	Understand physical disability	3 credits	EV	J/601/6150
Unit 14	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 15	Understand sensory loss	3 credits	EV	M/601/3467
Unit 16	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 17	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 18	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 19	Develop provision for family support	5 credits	EV	K/602/3074

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Unit 20	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 21	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 22	Support families who have a child with a disability	3 credits	EV	D/601/5750
Unit 23	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 24	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 25	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 26	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 27	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 28	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 29	Explore models of disability	5 credits	EV	K/601/5251
Unit 30	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 31	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 32	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 33	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 34	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 35	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 36	Lead and manage group living for children	6 credits	EV	A/602/3175
Unit 37	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 38	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 39	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 40	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 41	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 42	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547

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Unit 43	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 44	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 45	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 46	Manage quality in health and social care or children and young people's settings	5 credits	EV	R/602/2758
Unit 47	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 48	Manage physical resources	3 credits	EV	K/600/9711
04314	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales**	**90 credits**	**EV**	**600/0100/8**
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–12 (64 credits) • At least 12 credits from Units 13–23 • Remaining 14 credits from Units 13–23 and 24–36. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage group living for children	6 credits	EV	A/602/3175
Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187

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Unit 12	Lead practice in promoting the well-being and resilience of children and young people	8 credits	EV	J/602/2577
Optional management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional units				
Unit 24	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 25	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 26	Develop provision for family support	5 credits	EV	K/602/3074
Unit 27	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 28	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 29	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 30	Support individuals to access education training and employment	4 credits	EV	H/601/3546
Unit 31	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 32	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 33	Explore models of disability	5 credits	EV	K/601/5251
Unit 34	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 35	Understand the needs of children and young people who are vulnerable and experiencing poverty and	5 credits	EV	F/600/9777

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	disadvantage			
Unit 36	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
04315	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Management) Wales**	**90 credits**	**EV**	**600/0093/4**
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–11 (58 credits) • At least 12 credits from Units 12–23 • Remaining credits from Units 12–38. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 7	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 8	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 9	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 10	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 11	Lead practice in promoting the well-being and resilience of children and young people	8 credits	EV	J/602/2577
Management units				
Unit 12	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 13	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 14	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339

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Unit 15	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 16	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 17	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 18	Manage inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 19	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 20	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 21	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 22	Manage physical resources	3 credits	EV	K/600/9711
Unit 23	Manage domiciliary services	6 credits	EV	L/602/2337
Optional units				
Unit 24	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 25	Develop provision for family support	5 credits	EV	K/602/3074
Unit 26	Lead support for disabled children and young people and their carers	8 credits	EV	M/602/2380
Unit 27	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 28	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 29	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 30	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 31	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 32	Explore models of disability	5 credits	EV	K/601/5251
Unit 33	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 34	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 35	Independent advocacy with children and young people	7 credits	EV	Y/502/3299
Unit 36	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 37	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 38	Lead person-centred practice	4 credits	EV	D/602/2844
04316	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice)**	**80 credits**	**EV**	**600/0098/3**

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	Wales and Northern Ireland			
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–10 (41 credits) • Remaining 39 credits from Units 11–57, of which no more than 6 credits must be from Units 11–17. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Lead person-centred practice	4 credits	EV	D/602/2844
Unit 7	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 8	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 9	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 10	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
Optional knowledge units				
Unit 11	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 12	Understanding professional supervision practice	3 credits	EV	H/602/3185
Unit 13	Understand the process and experience of dementia	3 credits	EV	J/601/ 3538
Unit 14	Understand physical disability	3 credits	EV	J/601/6150
Unit 15	Understand the impact of acquired brain injury on individuals	3 credits	EV	Y/601/6167
Unit 16	Understand sensory loss	3 credits	EV	M/601/3467
Unit 17	Principles of supporting individuals with a learning disability regarding sexuality and sexual health	3 credits	EV	A/601/6274
Optional units				
Unit 18	Manage domiciliary services	6 credits	EV	L/602/2337
Unit 19	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 20	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 21	Lead active support	5 credits	EV	H/601/7354
Unit 22	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 23	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 24	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318

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Unit 25	Support families who are affected by acquired brain injury	3 credits	EV	M/601/5817
Unit 26	Support the development of community partnerships	5 credits	EV	M/601/9494
Unit 27	Support individuals to access housing and accommodation services	4 credits	EV	K/601/7906
Unit 28	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 29	Support individuals at the end of life	7 credits	EV	T/601/9495
Unit 30	Work with families, carers and individuals during times of crisis	5 credits	EV	F/601/9029
Unit 31	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 32	Support individuals to access education, training or employment	4 credits	EV	H/601/3546
Unit 33	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 34	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 35	Explore models of disability	5 credits	EV	K/601/5251
Unit 36	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 37	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 38	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 39	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 40	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 41	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 42	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 43	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 44	Identify and act upon immediate risk of danger to substance misusers	4 credits	EV	D/501/0585
Unit 45	Lead and manage group living for adults	5 credits	EV	T/602/3174
Unit 46	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 47	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 48	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 49	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 50	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339

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Unit 51	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 52	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 53	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 54	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 55	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 56	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 57	Manage physical resources	3 credits	EV	K/600/9711
04317	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland**	**90 credits**	**EV**	**600/0096/X**
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–12 (52 credits) • At least 12 credits from Units 13–23 • 26 credits from Units 13–41. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189

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Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Lead and manage group living for adults	5 credits	EV	T/602/3174
Unit 9	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 10	Lead person-centred practice	4 credits	EV	D/602/2844
Unit 11	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 12	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Optional management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within your own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Optional units				
Unit 24	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 25	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 26	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 27	Lead active support	5 credits	EV	H/601/7354
Unit 28	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 29	Promote access to healthcare for individuals with	6 credits	EV	J/601/5645

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	learning disabilities			
Unit 30	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 31	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 32	Promote awareness of sensory loss	3 credits	EV	M/601/5249
Unit 33	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 34	Explore models of disability	5 credits	EV	K/601/5251
Unit 35	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 36	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 37	Providing independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 38	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 39	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 40	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 41	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
04318	**OCR Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland**	**90 credits**	**EV**	**600/0092/2**
Certification only: last certification date is 30 June 2015. Made up of: • Units 1–12 (53 credits) • At least 12 credits from Units 13–24 • 25 credits from Units 13–46. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings	5 credits	EV	K/602/3172
Unit 5	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 6	Manage health and social care practice to ensure positive outcomes for individuals	5 credits	EV	M/602/2850
Unit 7	Safeguarding and protection of vulnerable adults	5 credits	EV	R/602/2856
Unit 8	Understand safeguarding of children and young people (for those working in the adult sector)	1 credit	EV	Y/602/2860
Unit 9	Lead person centred practice	4 credits	EV	D/602/2844

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Unit 10	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 11	Develop professional supervision practice in health and social care or children and young people's work settings	5 credits	EV	M/602/3187
Unit 12	Assess the individual in a health and social care setting	6 credits	EV	J/601/5242
Optional Management units				
Unit 13	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 14	Recruitment and selection within health and social care or children and young people's settings	3 credits	EV	R/602/2338
Unit 15	Facilitate the development of effective group practice in health and social care or children and young people's settings	6 credits	EV	Y/602/2339
Unit 16	Facilitate coaching and mentoring of practitioners in health and social care or children and young people's settings	6 credits	EV	L/602/2547
Unit 17	Manage induction in health and social care or children and young people's settings	3 credits	EV	T/602/2574
Unit 18	Facilitate change in health and social care or children and young people's settings	6 credits	EV	F/602/2612
Unit 19	Manage an inter-professional team in a health and social care or children and young people's setting	7 credits	EV	L/602/2743
Unit 20	Manage finance within own area of responsibility in health and social care or children and young people's setting	4 credits	EV	T/602/2753
Unit 21	Manage quality in health and social care or children and young people's setting	5 credits	EV	R/602/2758
Unit 22	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 23	Manage physical resources	3 credits	EV	K/600/9711
Unit 24	Manage domiciliary services	6 credits	EV	L/602/2337
Optional units				
Unit 25	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 26	Undertake a research project within services for health and social care or children and young people	10 credits	EV	J/602/3499
Unit 27	Lead active support	5 credits	EV	H/601/7354
Unit 28	Active support: lead interactive training	4 credits	EV	K/601/7355
Unit 29	Promote access to healthcare for individuals with learning disabilities	6 credits	EV	J/601/5645
Unit 30	Promote good practice in the support of individuals with autistic spectrum conditions	7 credits	EV	A/601/5318
Unit 31	Implement the positive behavioural support model	8 credits	EV	T/601/9738
Unit 32	Lead positive behavioural support	10 credits	EV	K/602/2572
Unit 33	Promote awareness of sensory loss	3 credits	EV	M/601/5249

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Unit 34	Support the use of assistive technology	4 credits	EV	H/601/5250
Unit 35	Explore models of disability	5 credits	EV	K/601/5251
Unit 36	Support individuals with sensory loss with communication	5 credits	EV	M/601/5252
Unit 37	Support individuals with multiple conditions and/or disabilities	5 credits	EV	T/601/5253
Unit 38	Independent mental capacity advocacy	12 credits	EV	F/502/3295
Unit 39	Independent mental health advocacy	7 credits	EV	J/502/3296
Unit 40	Providing independent advocacy to adults	5 credits	EV	R/502/3298
Unit 41	Providing independent mental capacity advocacy-deprivation of liberty safeguards	5 credits	EV	F/502/3300
Unit 42	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 43	Lead practice that supports positive outcomes for child and young person development	6 credits	EV	J/601/9369
Unit 44	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 45	Lead practice in promoting the well being and resilience of children and young people	8 credits	EV	J/602/2577
Unit 46	Lead and manage group living for adults	5 credits	EV	T/602/3174
04694	**OCR Level 2 Certificate for the Children and Young People's Workforce**	**35 credits**	**EV**	**500/9792/1**
Last date to make entries is 31 January 2015. Made up of: • Units 1–13 (31 credits) • Remaining 4 credits from Units 14–29. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Introduction to communication in health, social care or children's and young people's settings	3 credits	EV	F/601/5465
Unit 2	Introduction to personal development in health, social care or children's and young people's settings	3 credits	EV	L/601/5470
Unit 3	Introduction to equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	R/601/5471
Unit 4	Child and young person development	2 credits	EV	H/601/3305
Unit 5	Contribute to the support of child and young person development	3 credits	EV	Y/601/3236
Unit 6	Safeguarding the welfare of children and young people	3 credits	EV	K/601/3323
Unit 7	Contribute to children and young people's health and safety	3 credits	EV	J/601/3491
Unit 8	Support children and young people's positive behaviour	2 credits	EV	T/601/7407
Unit 9	Contribute to the support of positive environments for children and young people	3 credits	EV	H/601/3496

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Unit 10	Understand partnership working in services for children and young people	2 credits	EV	M/601/3498
Unit 11	Maintain and support relationships with children and young people	3 credits	EV	D/601/7403
Unit 12	Paediatric emergency first aid	1 credit	EV	F/600/2036
Unit 13	Managing paediatric illness and injury	1 credit	EV	J/600/2037
Optional units				
Unit 14	Support children and young people with disabilities and special educational needs	4 credits	EV	D/601/6526
Unit 15	Support children and young people's play and leisure	3 credits	EV	T/601/6564
Unit 16	Support children and young people at meal or snack times	3 credits	EV	A/601/6517
Unit 17	Contribute to the support of children's communication, language and literacy	2 credits	EV	M/601/3310
Unit 18	Contribute to the support of children's creative development	2 credits	EV	H/601/3336
Unit 19	Understand child and young person development	4 credits	EV	L/601/1693
Unit 20	Promote child and young person development	3 credits	EV	R/601/1694
Unit 21	Introduction to duty of care in health, social care or children's and young people's settings	1 credit	EV	H/601/5474
Unit 22	Understand how to safeguard the well-being of children and young people	3 credits	EV	Y/601/1695
Unit 23	Support children and young people's health and safety	2 credits	EV	D/601/1696
Unit 24	Develop positive relationships with children, young people and others involved in their care	1 credit	EV	H/601/1697
Unit 25	Working together for the benefit of children and young people	2 credits	EV	K/601/1698
Unit 26	Understand how to support positive outcomes for children and young people	3 credits	EV	M/601/1699
Unit 27	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 28	Support the creativity of children and young people	3 credits	EV	M/600/9807

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Unit 29	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties	3 credits	EV	M/601/2884
04696	**OCR Level 3 Diploma for the Children and Young People's Workforce**	**65 credits**		**500/9186/4**
Last date to make entries is 31 January 2015. Made up of one of the 3 pathways shown below.				
Early Learning and Childcare pathway				
Made up of: • Units 1–11 (27 credits) • Units 12–16 (22 credits) • Remaining 16 credits from Units 17–63. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Social Care pathway				
Made up of: • Units 1–11 (27 credits) • Units 17–19 (13 credits) • Remaining 25 credits from Units 12–16 and 20–63. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Learning, Development and Support Services pathway				
Made up of: • Units 1–11 (27 credits) • Units 20–22 (13 credits) • Remaining 25 credits from Units 12–19 and 23–63. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Mandatory units				
Unit 1	Promote communication in health, social care or children's and young people's settings	3 credits	EV	J/601/1434
Unit 2	Engage in personal development in health, social care or children's and young people's settings	3 credits	EV	A/601/1429
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings	2 credits	EV	Y/601/1437
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings	1 credit	EV	R/601/1436
Unit 5	Understand child and young person development	4 credits	EV	L/601/1693
Unit 6	Promote child and young person development	3 credits	EV	R/601/1694
Unit 7	Understand how to safeguard the well-being of children and young people	3 credits	EV	Y/601/1695
Unit 8	Support children and young people's health and safety	2 credits	EV	D/601/1696
Unit 9	Develop positive relationships with children, young people and others involved in their care	1 credit	EV	H/601/1697
Unit 10	Working together for the benefit of children and young people	2 credits	EV	K/601/1698

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Unit 11	Understand how to support positive outcomes for children and young people	3 credits	EV	M/601/1699
Optional units				
Unit 12	Context and principles for early years provision	4 credits	EV	J/600/9781
Unit 13	Promote learning and development in the early years	5 credits	EV	L/600/9782
Unit 14	Promote children's welfare and well-being in the early years	6 credits	EV	Y/600/9784
Unit 15	Professional practice in early years settings	3 credits	EV	H/600/9786
Unit 16	Support children's speech, language and communication	4 credits	EV	T/600/9789
Unit 17	Assessment and planning with children and young people	5 credits	EV	M/600/9760
Unit 18	Promote the well-being and resilience of children and young people	4 credits	EV	F/600/9780
Unit 19	Professional practice in children and young people's social care	4 credits	EV	F/601/0315
Unit 20	Support children and young people to achieve their education potential	4 credits	EV	D/600/9785
Unit 21	Support children and young people to make positive changes in their lives	4 credits	EV	M/600/9788
Unit 22	Professional practice in learning, development and support services	5 credits	EV	D/600/9799
Unit 23	Work with babies and young children to promote their development and learning	6 credits	EV	A/601/0121
Unit 24	Care for the physical and nutritional needs of babies and young children	6 credits	EV	D/601/0130
Unit 25	Lead and manage a community based early years setting	6 credits	EV	H/601/0131
Unit 26	Promote young children’s physical activity and movement skills	3 credits	EV	M/601/0133
Unit 27	Understand how to set up a home based childcare service	4 credits	EV	Y/600/9770
Unit 28	Support disabled children and young people and those with specific requirements	6 credits	EV	T/601/0134
Unit 29	Promote creativity and creative learning in young children	5 credits	EV	A/601/0135
Unit 30	Coordinate special educational needs provision	5 credits	EV	T/600/9775
Unit 31	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage	5 credits	EV	F/600/9777
Unit 32	Support children or young people in their own home	4 credits	EV	K/601/0132
Unit 33	Support the creativity of children and young people	3 credits	EV	M/600/9807

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Unit 34	Work with children and young people in a residential care setting	5 credits	EV	A/600/9809
Unit 35	Support young people to develop, implement and review a plan of action	3 credits	EV	M/601/1329
Unit 36	Provide information and advice to children and young people	3 credits	EV	A/601/1334
Unit 37	Develop interviewing skills for work with children and young people	3 credits	EV	L/601/1337
Unit 38	Caseload management	3 credits	EV	D/601/1343
Unit 39	Support young people to move towards independence and manage their lives	3 credits	EV	F/601/1349
Unit 40	Support children and young people to achieve their learning potential	3 credits	EV	D/601/1357
Unit 41	Support children and young people to have positive relationships	3 credits	EV	R/601/1369
Unit 42	Improving the attendance of children and young people in statutory education	5 credits	EV	M/601/1377
Unit 43	Facilitate the learning and development of children and young people through mentoring	4 credits	EV	T/601/1381
Unit 44	Support positive practice with children and young people with speech, language and communication needs	4 credits	EV	L/601/2861
Unit 45	Support speech, language and communication development	3 credits	EV	A/601/2872
Unit 46	Work with parents, families and carers to support their children's speech, language and communication development	3 credits	EV	Y/601/2877
Unit 47	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties	3 credits	EV	M/601/2884
Unit 48	Support the speech, language and communication development of children who are learning more than one language	3 credits	EV	J/601/2888
Unit 49	Support children and young people's speech, language and communication skills	3 credits	EV	L/601/2889
Unit 50	Support care within fostering services for vulnerable children and young people	3 credits	EV	J/601/1806
Unit 51	Support the referral process for children and young people	3 credits	EV	R/601/1386
Unit 52	Support young people who are involved in anti-social and/or criminal activities	2 credits	EV	L/502/5261
Unit 53	Support young people who are looked after or are leaving care	3 credits	EV	A/502/5224
Unit 54	Support young people who are socially excluded or excluded from school	2 credits	EV	R/502/5231
Unit 55	Support young people in relation to sexual health and	2 credits	EV	F/502/5242

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	risk of pregnancy			
Unit 56	Enable parents to develop ways of handling relationships and behaviour that contribute to everyday life with children	3 credits	EV	H/502/4682
Unit 57	Work with parents to meet their children's needs	3 credits	EV	Y/502/4680
Unit 58	Support young people with mental health problems	3 credits	EV	T/502/5240
Unit 59	Engage young parents in supporting their children's development	3 credits	EV	J/502/4660
Unit 60	Engage fathers in their children's early learning	3 credits	EV	Y/502/4663
Unit 61	Engage parents in their children's early learning	3 credits	EV	M/502/3812
Unit 62	Promote positive behaviour	6 credits	EV	F/601/3764
Unit 63	Support use of medication in social care settings	5 credits	EV	F/601/4056
10391	**OCR Level 2 Certificate for the Children and Young People's Workforce**	**35 credits**		**601/4298/4**
This qualification replaces 04694. Made up of: • Units 1–11 • 6 credits from Units 14–29. A minimum of 35 credits must be achieved at Level 2 and above.				
Unit 1	Introduction to communication in health, social care or children's and young people's settings (Level 2)	3 credits	EV	F/601/5465
Unit 2	Introduction to personal development in health, social care or children's and young people's settings (Level 2)	3 credits	EV	L/601/5470
Unit 3	Introduction to equality and inclusion in health, social care or children's and young people's settings (Level 2)	2 credits	EV	R/601/5471
Unit 4	Child and young person development (Level 2)	2 credits	EV	H/601/3305
Unit 5	Contribute to the support of child and young person development (Level 2)	3 credits	EV	Y/601/3236
Unit 6	Safeguarding the welfare of children and young people (Level 2)	3 credits	EV	K/601/3323
Unit 7	Contribute to children and young people's health and safety (Level 2)	3 credits	EV	J/601/3491
Unit 8	Support children and young people's positive behaviour (Level 2)	2 credits	EV	T/601/7407
Unit 9	Contribute to the support of positive environments for children and young people (Level 2)	3 credits	EV	H/601/3496
Unit 10	Understand partnership working in services for children and young people (Level 2)	2 credits	EV	M/601/3498
Unit 11	Maintain and support relationships with children and young people (Level 2)	3 credits	EV	D/601/7403
Unit 14	Support children and young people with disabilities and special educational needs (Level 2)	4 credits	EV	D/601/6526

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Unit 15	Support children and young people's play and leisure (Level 2)	3 credits	EV	T/601/6564
Unit 16	Support children and young people at meal or snack times (Level 2)	3 credits	EV	A/601/6517
Unit 17	Contribute to the support of children's communication, language and literacy (Level 2)	2 credits	EV	M/601/3310
Unit 18	Contribute to the support of children's creative development (Level 2)	2 credits	EV	H/601/3336
Unit 19	Understand child and young person development (Level 3)	4 credits	EV	L/601/1693
Unit 20	Promote child and young person development (Level 3)	3 credits	EV	R/601/1694
Unit 21	Introduction to duty of care in health, social care or children's and young people's settings (Level 2)	1 credit	EV	H/601/5474
Unit 22	Understand how to safeguard the well being of children and young people (Level 3)	3 credits	EV	Y/601/1695
Unit 23	Support children and young people's health and safety (Level 3)	2 credits	EV	D/601/1696
Unit 24	Develop positive relationships with children, young people and others involved in their care (Level 3)	1 credit	EV	H/601/1697
Unit 25	Working together for the benefit of children and young people (Level 3)	2 credits	EV	K/601/1698
Unit 26	Understand how to support positive outcomes for children and young people (Level 3)	3 credits	EV	M/601/1699
Unit 27	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage (Level 4)	5 credits	EV	F/600/9777
Unit 28	Support the creativity of children and young people (Level 3)	3 credits	EV	M/600/9807
Unit 29	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties (Level 3)	3 credits	EV	M/601/2884
10392	**OCR Level 3 Diploma for the Children and Young People's Workforce**	**65 credits**		**601/4314/9**
This qualification replaces 04696.				
Social care pathway				
Made up of: • Units 1–11 • Units 17–19 • 25 credits from Units 20–63.				
Learning, Development and Support Services pathway				
Made up of: • Units 1–11 • Units 20–22 • 25 credits from Units 17–19 and 23–63.				
Unit 1	Promote communication in health, social care or children's and young people's settings (Level 3)	3 credits	EV	J/601/1434

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Unit 2	Engage in personal development in health, social care or children's and young people's settings (Level 3)	3 credits	EV	A/601/1429
Unit 3	Promote equality and inclusion in health, social care or children's and young people's settings (Level 3)	2 credits	EV	Y/601/1437
Unit 4	Principles for implementing duty of care in health, social care or children's and young people's settings (Level 3)	1 credit	EV	R/601/1436
Unit 5	Understand child and young person development (Level 3)	4 credits	EV	L/601/1693
Unit 6	Promote child and young person development (Level 3)	3 credits	EV	R/601/1694
Unit 7	Understand how to safeguard the well being of children and young people (Level 3)	3 credits	EV	Y/601/1695
Unit 8	Support children and young people's health and safety (Level 3)	2 credits	EV	D/601/1696
Unit 9	Develop positive relationships with children, young people and others involved in their care (Level 3)	1 credits	EV	H/601/1697
Unit 10	Working together for the benefit of children and young people (Level 3)	2 credits	EV	K/601/1698
Unit 11	Understand how to support positive outcomes for children and young people (Level 3)	3 credits	EV	M/601/1699
Unit 17	Assessment and planning with children and young people (Level 3)	5 credits	EV	M/600/9760
Unit 18	Promote the well being and resilience of children and young people (Level 3)	4 credits	EV	F/600/9780
Unit 19	Professional practice in children and young people's social care (Level 3)	4 credits	EV	F/601/0315
Unit 20	Support children and young people to achieve their education potential (Level 3)	4 credits	EV	D/600/9785
Unit 21	Support children and young people to make positive changes in their lives (Level 3)	4 credits	EV	M/600/9788
Unit 22	Professional practice in learning, development and support services (Level 3)	5 credits	EV	D/600/9799
Unit 23	Work with babies and young children to promote their development and learning (Level 3)	6 credits	EV	A/601/0121
Unit 24	Care for the physical and nutritional needs of babies and young children (Level 3)	6 credits	EV	D/601/0130
Unit 25	Lead and manage a community based early years setting (Level 4)	6 credits	EV	H/601/0131
Unit 26	Promote young children's physical activity and movement skills (Level 3)	3 credits	EV	M/601/0133
Unit 27	Understand how to set up a home based childcare service (Level 3)	4 credits	EV	Y/600/9770
Unit 28	Support disabled children and young people and those with specific requirements (Level 4)	6 credits	EV	T/601/0134
Unit 29	Promote creativity and creative learning in young children (Level 4)	5 credits	EV	A/601/0135
Unit 30	Coordinate special educational needs provision (Level 4)	5 credits	EV	T/600/9775

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Unit 31	Understand the needs of children and young people who are vulnerable and experiencing poverty and disadvantage (Level 4)	5 credits	EV	F/600/9777
Unit 32	Support children or young people in their own home (Level 3)	4 credits	EV	K/601/0132
Unit 33	Support the creativity of children and young people (Level 3)	3 credits	EV	M/600/9807
Unit 34	Work with children and young people in a residential care setting (Level 3)	5 credits	EV	A/600/9809
Unit 35	Support young people to develop, implement and review a plan of action (Level 3)	3 credits	EV	M/601/1329
Unit 36	Provide information and advice to children and young people (Level 3)	3 credits	EV	A/601/1334
Unit 37	Develop interviewing skills for work with children and young people (Level 3)	3 credits	EV	L/601/1337
Unit 38	Caseload management (Level 3)	3 credits	EV	D/601/1343
Unit 39	Support young people to move towards independence and manage their lives (Level 3)	3 credits	EV	F/601/1349
Unit 40	Support children and young people to achieve their learning potential (Level 3)	3 credits	EV	D/601/1357
Unit 41	Support children and young people to have positive relationships (Level 3)	3 credits	EV	R/601/1369
Unit 42	Improving the attendance of children and young people in statutory education (Level 3)	5 credits	EV	M/601/1377
Unit 43	Facilitate the learning and development of children and young people through mentoring (Level 3)	4 credits	EV	T/601/1381
Unit 44	Support positive practice with children and young people with speech, language and communication needs (Level 3)	4 credits	EV	L/601/2861
Unit 45	Support speech, language and communication development (Level 3)	3 credits	EV	A/601/2872
Unit 46	Work with parents, families and carers to support their children's speech, language and communication development (Level 3)	3 credits	EV	Y/601/2877
Unit 47	Understand the speech, language and communication needs of children and young people with behavioural, social and emotional difficulties (Level 3)	3 credits	EV	M/601/2884
Unit 48	Support the speech, language and communication development of children who are learning more than one language (Level 3)	3 credits	EV	J/601/2888
Unit 49	Support children and young people's speech, language and communication skills (Level 3)	3 credits	EV	L/601/2889
Unit 50	Support care within fostering services for vulnerable children and young people (Level 3)	3 credits	EV	J/601/1806
Unit 51	Support the referral process for children and young people (Level 3)	3 credits	EV	R/601/1386
Unit 52	Support young people who are involved in anti-social and/or criminal activities (Level 3)	2 credits	EV	L/502/5261

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Unit 53	Support young people who are looked after or are leaving care (Level 3)	3 credits	EV	A/502/5224
Unit 54	Support young people who are socially excluded or excluded from school (Level 3)	2 credits	EV	R/502/5231
Unit 55	Support young people in relation to sexual health and risk of pregnancy (Level 3)	2 credits	EV	F/502/5242
Unit 56	Enable parents to develop ways of handling relationships and behaviour that contribute to everyday life with children (Level 3)	3 credits	EV	H/502/4682
Unit 57	Work with parents to meet their children's needs (Level 3)	3 credits	EV	Y/502/4680
Unit 58	Support young people with mental health problems (Level 3)	3 credits	EV	T/502/5240
Unit 59	Engage young parents in supporting their children's development (Level 3)	3 credits	EV	J/502/4660
Unit 60	Engage fathers in their children's early learning (Level 3)	3 credits	EV	Y/502/4663
Unit 61	Engage parents in their children's early learning (Level 3)	3 credits	EV	M/502/3812
Unit 62	Promote positive behaviour (Level 3)	6 credits	EV	F/601/3764
Unit 63	Support use of medication in social care settings (Level 3)	5 credits	EV	F/601/4056

Health, Public Services and Care (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
01788	**◊ OCR Level 3 Certificate in Preparing to Work with Children and Young People**		**21 credits**	**501/0706/9**
Certification only: last certification date is 31 August 2017. Made up of: • Unit 1 (9 credits) • 12 credits from Units 2–6.				
01789	**◊ OCR Level 3 Diploma in Preparing to Work with Children and Young People**		**39 credits**	**501/0821/9**
Certification only: last certification date is 31 August 2017. Made up of: • Unit 1 (9 credits) • 30 credits from Units 2–6.				
Unit 1	Understanding the learning and development of children and young people	9 credits	M	D/601/3285
Unit 2	Understanding how to promote play and learning in the early years	9 credits	M	F/601/3280

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 3	Understanding the impact of transitional processes on children and young people	6 credits	M	J/601/3281
Unit 4	Understanding the principles of nutrition and health	6 credits	M	L/601/3282
Unit 5	Understanding the essential role of play in children and young people's personal development	9 credits	M	R/601/3283
Unit 6	Understanding children's rights	9 credits	M	Y/601/3284
04717	**OCR Level 5 Diploma for the Learning, Development and Support Services (Connexions)**		**65 credits**	**600/1115/4**
Certification only: last certification date is 31 August 2016. Made up of: • Units 1–11 (52 credits) • A further 13 credits from Units 12–42.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Building relationships with children, young people and their families	6 credits	EV	T/602/5247
Unit 5	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 6	Support children and young people as they develop and learn	5 credits	EV	T/602/5250
Unit 7	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 8	Advanced professional practice in learning, development and support services	5 credits	EV	A/602/5251
Unit 9	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 10	One to one work with children and young people	4 credits	EV	R/602/5255
Unit 11	Supporting children and young people to decide on outcomes and courses of action	5 credits	EV	Y/602/5256
Optional units				
Unit 12	Support children and young people to participate in the design and delivery of services	3 credits	EV	K/602/5262
Unit 13	Working with groups of children and young people to support learning and development	4 credits	EV	M/602/5263
Unit 14	Employment of children and young people	2 credits	EV	A/602/5265
Unit 15	Acting as an advocate	4 credits	EV	F/602/5266
Unit 16	Integrating and promoting careers education and guidance into the curriculum	3 credits	EV	J/602/5267

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 17	Managing the exclusion and reintegration of children and young people	3 credits	EV	R/602/5269
Unit 18	Supporting learning mentor provision	3 credits	EV	D/602/5081
Unit 19	Developing and supporting learning mentor networks	3 credits	EV	H/602/5082
Unit 20	Supporting young people into employment, education and training	3 credits	EV	M/602/5084
Unit 21	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 22	Working in courts and formal meetings	2 credits	EV	F/602/5087
Unit 23	Understand motivational theory and practice in learning and development settings	3 credits	EV	J/602/5088
Unit 24	Supporting the social and emotional aspects of learning	4 credits	EV	L/602/5089
Unit 25	Supporting young people to maintain health and well being	4 credits	EV	F/602/5090
Unit 26	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 27	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 28	Plan change in own area of responsibility	6 credits	EV	R/600/9654
Unit 29	Supporting policies and procedures that are in the interests of children and young people	3 credits	EV	J/602/5091
Unit 30	Communicating and engaging with vulnerable young people requiring legal advice	3 credits	EV	L/602/5092
Unit 31	Providing legal advice to young people	4 credits	EV	R/602/5093
Unit 32	Understanding theories of careers guidance	3 credits	EV	K/602/5097
Unit 33	Understand the principles of teaching and learning	3 credits	EV	K/602/5102
Unit 34	Working with challenging and disengaged children and young people to support learning and development	4 credits	EV	M/602/5103
Unit 35	Engaging parents in supporting children and young people's learning	3 credits	EV	F/602/5106
Unit 36	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 37	Manage physical resources	3 credits	EV	K/600/9711
Unit 38	Source, evaluate and use labour market intelligence with clients	3 credits	EV	T/502/8431
Unit 39	Managing a personal case load as an adviser for children and young people	2 credits	EV	J/602/5107
Unit 40	Provide on-going support to clients	2 credits	EV	D/601/5618
Unit 41	Develop support for young people with mental health problems	6 credits	EV	D/502/9153
Unit 42	Working with disengaged families with complex and challenging needs	4 credits	EV	L/602/5108

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Entry code	Qualification title	Credit value	Assessment	Qualification number
04718	**OCR Level 5 Diploma for the Learning, Development and Support Services (Learning Mentor)**		**65 credits**	**600/1115/4**
Certification only: last certification date is 31 August 2016. Made up of: • Units 1–11 (53 credits) • A further 12 credits from Units 12–42.				
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Building relationships with children, young people and their families	6 credits	EV	T/602/5247
Unit 5	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 6	Support children and young people as they develop and learn	5 credits	EV	T/602/5250
Unit 7	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 8	Advanced professional practice in learning, development and support services	5 credits	EV	A/602/5251
Unit 9	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 10	Mentoring children and young people in a learning environment	5 credits	EV	D/602/5257
Unit 11	Promoting personal and social development through child and young person centred learning opportunities	5 credits	EV	H/602/5258
Optional units				
Unit 12	Support children and young people to participate in the design and delivery of services	3 credits	EV	K/602/5262
Unit 13	Working with groups of children and young people to support learning and development	4 credits	EV	M/602/5263
Unit 14	Employment of children and young people	2 credits	EV	A/602/5265
Unit 15	Acting as an advocate	4 credits	EV	F/602/5266
Unit 16	Integrating and promoting careers education and guidance into the curriculum	3 credits	EV	J/602/5267
Unit 17	Managing the exclusion and reintegration of children and young people	3 credits	EV	R/602/5269
Unit 18	Supporting learning mentor provision	3 credits	EV	D/602/5081
Unit 19	Developing and supporting learning mentor networks	3 credits	EV	H/602/5082
Unit 20	Supporting young people into employment, education and training	3 credits	EV	M/602/5084
Unit 21	Lead the management of transitions	4 credits	EV	F/602/2853

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 22	Working in courts and formal meetings	2 credits	EV	F/602/5087
Unit 23	Understand motivational theory and practice in learning and development settings	3 credits	EV	J/602/5088
Unit 24	Supporting the social and emotional aspects of learning	4 credits	EV	L/602/5089
Unit 25	Supporting young people to maintain health and well-being	4 credits	EV	F/602/5090
Unit 26	Understand how to manage a team	3 credits	EV	D/602/3170
Unit 27	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 28	Plan change in own area of responsibility	6 credits	EV	R/600/9654
Unit 29	Supporting policies and procedures that are in the interests of children and young people	3 credits	EV	J/602/5091
Unit 30	Communicating and engaging with vulnerable young people requiring legal advice	3 credits	EV	L/602/5092
Unit 31	Providing legal advice to young people	4 credits	EV	R/602/5093
Unit 32	Understanding theories of careers guidance	3 credits	EV	K/602/5097
Unit 33	Understand the principles of teaching and learning	3 credits	EV	K/602/5102
Unit 34	Working with challenging and disengaged children and young people to support learning and development	4 credits	EV	M/602/5103
Unit 35	Engaging parents in supporting children and young people's learning	3 credits	EV	F/602/5106
Unit 36	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 37	Manage physical resources	3 credits	EV	K/600/9711
Unit 38	Source, evaluate and use labour market intelligence with clients	3 credits	EV	T/502/8431
Unit 39	Managing a personal case load as an adviser for children and young people	2 credits	EV	J/602/5107
Unit 40	Provide on-going support to clients	2 credits	EV	D/601/5618
Unit 41	Develop support for young people with mental health problems	6 credits	EV	D/502/9153
Unit 42	Working with disengaged families with complex and challenging needs	4 credits	EV	L/602/5108
04719	**OCR Level 5 Diploma for the Learning, Development and Support Services (Education Welfare)**		**65 credits**	**600/1115/4**
Certification only: last certification date is 31 August 2016. Made up of: • Units 1–11 (51 credits) • A further 14 credits from Units 12–42.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Mandatory units				
Unit 1	Use and develop systems that promote communication	3 credits	EV	F/602/2335
Unit 2	Promote professional development	4 credits	EV	L/602/2578
Unit 3	Champion equality, diversity and inclusion	4 credits	EV	Y/602/3183
Unit 4	Building relationships with children, young people and their families	6 credits	EV	T/602/5247
Unit 5	Develop and implement policies and procedures to support the safeguarding of children and young people	6 credits	EV	A/601/9370
Unit 6	Support children and young people as they develop and learn	5 credits	EV	T/602/5250
Unit 7	Work in partnership in health and social care or children and young people's settings	4 credits	EV	A/602/3189
Unit 8	Advanced professional practice in learning, development and support services	5 credits	EV	A/602/5251
Unit 9	Understand children and young person's development	6 credits	EV	F/601/9449
Unit 10	Developing strategies for improving attendance at school	4 credits	EV	D/602/5260
Unit 11	Implementing statutory action in relation to attendance at school	4 credits	EV	H/602/5261
Optional units				
Unit 12	Support children and young people to participate in the design and delivery of services	3 credits	EV	K/602/5262
Unit 13	Working with groups of children and young people to support learning and development	4 credits	EV	M/602/5263
Unit 14	Employment of children and young people	2 credits	EV	A/602/5265
Unit 15	Acting as an advocate	4 credits	EV	F/602/5266
Unit 16	Integrating and promoting careers education and guidance into the curriculum	3 credits	EV	J/602/5267
Unit 17	Managing the exclusion and reintegration of children and young people	3 credits	EV	R/602/5269
Unit 18	Supporting learning mentor provision	3 credits	EV	D/602/5081
Unit 19	Developing and supporting learning mentor networks	3 credits	EV	H/602/5082
Unit 20	Supporting young people into employment, education and training	3 credits	EV	M/602/5084
Unit 21	Lead the management of transitions	4 credits	EV	F/602/2853
Unit 22	Working in courts and formal meetings	2 credits	EV	F/602/5087
Unit 23	Understand motivational theory and practice in learning and development settings	3 credits	EV	J/602/5088
Unit 24	Supporting the social and emotional aspects of learning	4 credits	EV	L/602/5089
Unit 25	Supporting young people to maintain health and well-being	4 credits	EV	F/602/5090
Unit 26	Understand how to manage a team	3 credits	EV	D/602/3170

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 27	Lead and manage a team within a health and social care or children and young people's setting	7 credits	EV	H/602/3171
Unit 28	Plan change in own area of responsibility	6 credits	EV	R/600/9654
Unit 29	Supporting policies and procedures that are in the interests of children and young people	3 credits	EV	J/602/5091
Unit 30	Communicating and engaging with vulnerable young people requiring legal advice	3 credits	EV	L/602/5092
Unit 31	Providing legal advice to young people	4 credits	EV	R/602/5093
Unit 32	Understanding theories of careers guidance	3 credits	EV	K/602/5097
Unit 33	Understand the principles of teaching and learning	3 credits	EV	K/602/5102
Unit 34	Working with challenging and disengaged children and young people to support learning and development	4 credits	EV	M/602/5103
Unit 35	Engaging parents in supporting children and young people's learning	3 credits	EV	F/602/5106
Unit 36	Develop procedures and practice to respond to concerns and complaints	6 credits	EV	J/602/2336
Unit 37	Manage physical resources	3 credits	EV	K/600/9711
Unit 38	Source, evaluate and use labour market intelligence with clients	3 credits	EV	T/502/8431
Unit 39	Managing a personal case load as an adviser for children and young people	2 credits	EV	J/602/5107
Unit 40	Provide on-going support to clients	2 credits	EV	D/601/5618
Unit 41	Develop support for young people with mental health problems	6 credits	EV	D/502/9153
Unit 42	Working with disengaged families with complex and challenging needs	4 credits	EV	L/602/5108

Employment Related Services (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
09867	**OCR Level 3 Award in Employment Related Services**		**5 credits**	**600/5191/7**
Certification only: last certification date is 31 December 2016. Made up of: • Unit 1.				
09868	**OCR Level 3 Certificate in Employment Related Services**		**20 credits**	**600/5192/9**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–4.				
09869	**OCR Level 3 Diploma in Employment Related Services**		**37 credits**	**600/5193/0**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–4 (20 credits)				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
• 17 credits from Units 5–46, of which at least 4 must be at Level 3.				
Unit 1	Understanding the employment related services sector	5 credits	M	M/503/2400
Unit 2	Providing excellent customer service	6 credits	M	K/602/1597
Unit 3	Manage own professional development within an organisation	4 credits	M	L/600/9586
Unit 4	Ensure compliance with legal, regulatory, ethical and social requirements	5 credits	M	H/600/9609
Unit 5	Communicate effectively with customers	5 credits	M	R/601/1212
Unit 6	Deal with customers face to face	5 credits	M	T/601/1221
Unit 7	Recognise diversity when delivering customer service	5 credits	M	K/601/1216
Unit 8	Build and maintain effective customer relations	8 credits	M	L/601/1239
Unit 9	Establish communication with clients for advice and guidance	3 credits	M	J/602/5138
Unit 10	Understand the importance of legislation and procedures	3 credits	M	R/602/5210
Unit 11	Negotiate on behalf of advice and guidance clients	5 credits	M	M/602/5182
Unit 12	Liaise with other services	3 credits	M	T/602/5183
Unit 13	Manage personal case load	4 credits	M	Y/602/5189
Unit 14	Operate within networks	3 credits	M	F/602/5199
Unit 15	Provide and maintain information materials for use in the service	3 credits	M	T/602/5202
Unit 16	Facilitate learning in groups	3 credits	M	R/602/5207
Unit 17	Develop interactions with advice and guidance clients	4 credits	M	F/602/5140
Unit 18	Interact with clients using a range of media	3 credits	M	J/602/5141
Unit 19	Assist advice and guidance clients to decide on a course of action	3 credits	M	R/602/5143
Unit 20	Assist clients through advice and guidance to review their achievement of a course of action	3 credits	M	J/602/5172
Unit 21	Develop, maintain and review personal networks	4 credits	M	R/600/9587
Unit 22	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4 credits	M	M/600/9628
Unit 23	Develop working relationships with colleagues	3 credits	M	H/600/9660
Unit 24	Develop working relationships with colleagues and stakeholders	4 credits	M	K/600/9661
Unit 25	Make effective decisions	3 credits	M	F/600/9715
Unit 26	Use systems and technology during customer contact in a contact centre	4 credits	M	J/503/0362
Unit 27	Deliver customer service through a contact centre	5 credits	M	K/503/0385
Unit 28	Communicate information to customers through a contact centre	4 credits	M	K/503/0404
Unit 29	Provide support through a contact centre for specified products and/or services	4 credits	M	L/503/0413
Unit 30	Carry out direct sales activities in a contact centre	5 credits	M	L/503/0394
Unit 31	Lead direct sales activities in a contact centre team	4 credits	M	D/503/0397
Unit 32	Communicate in a business environment	3 credits	M	D/601/2475
Unit 33	Manage own performance in a business environment	3 credits	M	L/601/2519
Unit 34	Deliver, monitor and evaluate customer service to	3 credits	M	A/601/2550

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	internal customers			
Unit 35	Preparing and delivering a sales presentation	4 credits	M	L/502/8631
Unit 36	Selling face to face	4 credits	M	L/502/8564
Unit 37	Preparing and delivering a sales demonstration	3 credits	M	T/502/8588
Unit 38	Negotiating, handling objections and closing sales	4 credits	M	F/502/8612
Unit 39	Generating and qualifying sales leads	2 credits	M	H/502/8599
Unit 40	Time planning in sales	2 credits	M	F/502/8559
Unit 41	Facilitate learning and development in groups	6 credits	M	F/502/9548
Unit 42	Facilitate learning and development for individuals	6 credits	M	J/502/9549
Unit 43	Identify individual learning and development needs	3 credits	M	K/502/9544
Unit 44	Plan and prepare specific learning and development opportunities	6 credits	M	T/502/9546
Unit 45	Engage learners in the learning and development process	6 credits	M	F/502/9551
Unit 46	Sustaining an employment outcome	3 credits	M	Y/503/2410

13.9 ICT

ICT Professional Competence (PROCOM) (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
08734	**◊ OCR Level 3 Certificate in ICT Systems and Principles for Professionals (PROCOM)**		**24 credits**	**501/0862/1**
Last date to make entries is 28 February 2015.				
08730	**OCR Level 2 Award in ICT Systems and Principles for Practitioners (PROCOM)**		**12 credits**	**501/0858/X**
Made up of: • 12 credits from any knowledge and vendor units at Levels 2 and 3. Units with the same title at different levels cannot be combined. Knowledge units 3 and 4 cannot be combined. Knowledge Units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
04816	**OCR Level 2 Certificate in ICT Systems and Principles for Practitioners (PROCOM)**		**24 credits**	**600/1389/8**
If candidates are not working towards the Level 2 IT and Telecoms Apprenticeship, this qualification replaced the withdrawn Level 2 Certificate (08731). Made up of: • Mandatory knowledge unit 3 (4 credits) • A further 20 credits from knowledge and vendor units at Levels 2 and 3 (excluding Unit 4). Units with the same title at different levels cannot be combined. Knowledge units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
08732	**OCR Level 2 Diploma in ICT Systems and Principles for Practitioners (PROCOM)**		**37 credits**	**501/0861/X**
Made up of: • Mandatory knowledge units 1 and 3 (10 credits) • A further 27 credits from knowledge and vendor units at Levels 2 and 3 (excluding Units 2 and 4). Units with the same title at different levels cannot be combined. Knowledge units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
08733	**OCR Level 3 Award in ICT Systems and Principles for Professionals (PROCOM)**		**12 credits**	**501/0860/8**
Made up of: • 12 credits from any knowledge and vendor units, of which at least 8 credits must be at Level 3 or above. Units with the same title at different levels cannot be combined. Knowledge units 3 and 4 cannot be combined. Knowledge units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
04817	**OCR Level 3 Certificate in ICT Systems and Principles for Professionals (PROCOM)**		**24 credits**	**600/0778/3**
If candidates are not working towards the Level 3 IT and Telecoms Apprenticeship, this qualification replaces the withdrawn Level 3 Certificate (08734). Made up of: • Mandatory knowledge unit 4 (8 credits) • A further 16 credits from any knowledge and vendor units (excluding Unit 3), of which at least 7 credits must be at Level 3 or above. Units with the same title at different levels cannot be combined. Knowledge Units 3 and 4 cannot be combined. Knowledge Units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
08735	**OCR Level 3 Diploma in ICT Systems and Principles for Professionals (PROCOM)**		**48 credits**	**501/0863/3**
Made up of: • Mandatory knowledge units 2 and 4 (15 credits) • A further 33 credits from any knowledge and vendor units (excluding Units 1 and 3), of which at least 14 credits must be at Level 3 or above. Units with the same title at different levels cannot be combined. Knowledge units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
08736	**OCR Level 3 Extended Diploma in ICT Systems and Principles for Professionals (PROCOM)**		**72 credits**	**501/0864/5**
Made up of: • Mandatory knowledge units 2 and 4 (15 credits) • A further 57 credits from any knowledge and vendor units (excluding Units 1 and 3), of which at least 29 credits must be at Level 3 or above. Units with the same title at different levels cannot be combined. Knowledge units 29 and 30 cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
08737	**OCR Level 2 Diploma in ICT Professional Competence (PROCOM)**		**48 credits**	**501/0735/5**
Made up of: • Mandatory competence units 1 and 3 (9 credits) • A further 39 credits from competence, vendor and restricted units at Levels 1–3 (excluding Units 2, 8, 11, 14 and 145–178 and 200–201), of which at least 23 credits must be at Level 2 or above. Units with the same title at different levels cannot be combined. Some vendor units cannot be combined. Please see the Centre Handbook for details.				
10262	**OCR Level 3 Diploma in ICT Professional Competence (PROCOM)**		**72 credits**	**501/1124/3**
Made up of: • Mandatory competence units 2 and 3 (12 credits) • A further 60 credits from any competence, vendor and restricted units (excluding Unit 1), of which at least 35 credits must be at Level 3 or above. Units with the same title at different levels cannot be combined. Candidates may only take one unit from each of the following groups of competence units: • Units 6, 7 and 8 • Units 9, 10 and 11, • Units 12, 13 and 14. For more details on these groups, and on vendor units which cannot be combined, please see the Centre Handbook.				
04818	**OCR Level 2 Award in ICT Systems and Principles for IT Practitioners (PROCOM – Technical)**		**12 credits**	**600/0785/0**
If candidates are working towards the Level 2 IT and Telecoms Apprenticeship, this qualification replaces the withdrawn Level 2 Certificate (08731). Made up of: • 12 credits from any knowledge units (excluding Unit 34). Units with the same title at different levels cannot be combined. Knowledge units 3 and 4 cannot be combined. Knowledge units 29 and 30 cannot be combined.				
04819	**OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM – Technical)**		**24 credits**	**600/1317/5**
If candidates are working towards the Level 3 IT and Telecoms Apprenticeship, this qualification replaces the withdrawn Level 3 Certificate (08734). Made up of: • Mandatory knowledge unit 4 (8 credits) • A further 16 credits from any knowledge units (excluding Units 3 and 34), of which at least 7 credits must be at Level 3 or above Units with the same title at different levels cannot be combined. Knowledge units 29 and 30 cannot be combined.				
Knowledge units				
Unit 1	Customer care (Level 2)	6 credits	M	R/601/8726
Unit 2	Customer care (Level 3)	7 credits	M	D/601/8728
Unit 3	Organisation and planning of workload (Level 2)	4 credits	M	D/602/0611

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Management and prioritisation of own schedule (Level 3)	8 credits	M	Y/601/8730
Unit 5	Asset management (Level 2)	6 credits	M	K/601/9543
Unit 6	Asset management (Level 3)	7 credits	M	L/602/0605
Unit 7	Computer forensics (Level 2)	5 credits	M	R/602/0606
Unit 8	Computer forensics (Level 3)	8 credits	M	Y/602/0607
Unit 9	Hardware installation (Level 2)	4 credits	M	D/602/0608
Unit 10	Hardware installation (Level 3)	7 credits	M	T/601/9545
Unit 11	Information management (Level 2)	5 credits	M	H/601/8732
Unit 12	Information management (Level 3)	7 credits	M	H/602/0609
Unit 13	Maintaining equipment and IT systems (Level 2)	9 credits	M	Y/602/0610
Unit 14	Maintaining equipment and IT systems (Level 3)	9 credits	M	J/601/9548
Unit 15	Service delivery (Level 2)	6 credits	M	F/601/9547
Unit 16	Service delivery (Level 3)	8 credits	M	L/601/8742
Unit 17	Supplier management (Level 2)	7 credits	M	H/602/0612
Unit 18	Supplier management (Level 3)	11 credits	M	K/602/0613
Unit 19	Systems architecture (Level 2)	6 credits	M	M/601/3503
Unit 20	Systems architecture (Level 3)	10 credits	M	T/601/3504
Unit 21	Telecommunications principles (Level 2)	7 credits	M	J/601/3295
Unit 22	Telecommunications principles (Level 3)	10 credits	M	D/601/3254
Unit 23	Networking principles (Level 2)	6 credits	M	T/601/3289
Unit 24	Networking principles (Level 3)	10 credits	M	J/601/3250
Unit 25	Principles of ICT system and data security (Level 2)	6 credits	M	L/601/3508
Unit 26	Principles of ICT system and data security (Level 3)	9 credits	M	R/601/3509
Unit 27	Software testing (Level 2)	6 credits	M	J/601/3510
Unit 28	Software testing (Level 3)	9 credits	M	L/601/3511
Unit 29	Data representation and manipulation for IT (Level 2)	7 credits	M	D/601/3206
Unit 30	Advanced data representation and manipulation for IT (Level 3)	7 credits	M	F/601/3246
Unit 31	Web fundamentals (Level 2)	7 credits	M	R/601/3512
Unit 32	Web development (Level 3)	10 credits	M	K/601/3256
Unit 33	Software design fundamentals (Level 3)	10 credits	M	L/601/3251
Unit 34	Systems architecture (Level 4)	10 credits	M	A/601/3505
Competence units				
Unit 1	Develop own effectiveness and professionalism (Level 2)	6 credits	M	Y/601/3317
Unit 2	Develop own effectiveness and professionalism (Level 3)	9 credits	M	D/503/5549
Unit 3	Health and safety in ICT (Level 1)	3 credits	M	Y/500/7183
Unit 4	Computer games development (Level 2)	4 credits	M	A/601/3164
Unit 5	Computer games development (Level 3)	10 credits	M	F/601/3165
Unit 6	Creating a procedural computer program (Level 2)	7 credits	M	L/601/3167
Unit 7	Creating a procedural computer program (Level 3)	12 credits	M	R/601/3171

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 8	Designing and developing procedural computer programs (Level 4)	15 credits	M	T/601/3311
Unit 9	Creating an event driven computer program (Level 2)	7 credits	M	T/601/3177
Unit 10	Creating an event driven computer program (Level 3)	12 credits	M	F/601/3179
Unit 11	Designing and developing event-driven computer programs (Level 4)	10 credits	M	J/601/3300
Unit 12	Creating an object oriented computer program (Level 2)	7 credits	M	A/601/3181
Unit 13	Creating an object oriented computer program (Level 3)	12 credits	M	L/601/3184
Unit 14	Designing and developing object-oriented computer programs (Level 4)	15 credits	M	T/601/3308
Unit 15	Customer care in ICT (Level 2)	9 credits	M	A/500/7158
Unit 16	Customer care in ICT (Level 3)	12 credits	M	F/500/7159
Unit 17	Data modelling (Level 2)	6 credits	M	A/601/3200
Unit 18	Data modelling (Level 3)	9 credits	M	L/601/3203
Unit 19	IT project management (Level 2)	4 credits	M	T/502/1110
Unit 20	IT project management (Level 3)	10 credits	M	L/502/1114
Unit 21	Software installation and upgrade (Level 2)	9 credits	M	D/500/7329
Unit 22	Software installation and upgrade (Level 3)	12 credits	M	R/500/7330
Unit 23	System management (Level 2)	6 credits	M	Y/500/7331
Unit 24	System management (Level 3)	12 credits	M	D/500/7332
Unit 25	Technical advice and guidance (Level 2)	9 credits	M	F/601/3506
Unit 26	Technical advice and guidance (Level 3)	12 credits	M	J/601/3507
Unit 27	Technical fault diagnosis (Level 2)	9 credits	M	T/601/3292
Unit 28	Technical fault diagnosis (Level 3)	12 credits	M	A/601/3293
Unit 29	Testing ICT systems (Level 2)	9 credits	M	A/500/7354
Unit 30	Testing ICT systems (Level 3)	12 credits	M	F/500/7355
Unit 31	User profile administration (Level 2)	6 credits	M	H/500/7378
Unit 32	User profile administration (Level 3)	9 credits	M	K/500/7379
Unit 33	ICT system operation (Level 2)	9 credits	M	F/500/7338
Unit 34	Introduction to IT systems development (Level 2)	6 credits	M	J/601/3247
Unit 35	Investigating and defining customer requirements for ICT systems (Level 3)	12 credits	M	R/601/3249
Unit 36	Quality management of ICT products and services (Level 3)	12 credits	M	T/500/7210
Unit 37	Remote support for products and services (Level 3)	12 credits	M	D/500/7217
Unit 38	Security of ICT systems (Level 3)	12 credits	M	D/500/7220
Unit 39	System operation (Level 3)	12 credits	M	A/500/7340
Unit 40	Working with ICT hardware and equipment (Level 2)	9 credits	M	K/500/7382
Unit 41	Data structures and algorithms (Level 4)	15 credits	M	R/601/3297
Unit 42	Designing and developing a web site (Level 4)	15 credits	M	L/601/3315
Unit 195	Customer care in ICT (Level 1)	6 credits	M	T/500/7157
Unit 196	Interpersonal and written communication (Level 2)	9 credits	M	T/500/7207

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 197	Managing software development (Level 3)	12 credits	M	T/500/6798
Unit 198	Interpersonal and written communication (Level 3)	12 credits	M	A/500/7208
Unit 199	Working with ICT hardware equipment and systems (Level 3)	12 credits	M	M/500/7383
Unit 200	Working with ICT hardware equipment and systems (Level 4)	15 credits	M	T/500/7384
Unit 201	Security of ICT systems (Level 4)	15 credits	M	H/500/7221
Vendor units				
Unit 43	Cisco IT essentials part 1 (Level 2)	10 credits	V	L/601/7459
Unit 44	CompTIA A+ 602 (Level 2)	9 credits	V	F/501/3592
Unit 45	CompTIA A+ 603 (Level 2)	9 credits	V	J/501/3593
Unit 46	CompTIA A+ 604 (Level 2)	9 credits	V	L/501/3594
Unit 47	CompTIA A+ essentials (Level 2)	10 credits	V	H/602/1386
Unit 48	CompTIA A+ practical application (Level 2)	10 credits	V	M/602/1388
Unit 49	CompTIA DHTI+ (Level 2)	9 credits	V	D/501/3597
Unit 50	Configuring Microsoft Windows Vista Client (Level 2)	9 credits	V	J/502/3623
Unit 51	Deploying and maintaining Windows Vista Client and 2007 Microsoft Office system desktops (Level 2)	9 credits	V	A/502/3649
Unit 52	Microsoft Office Groove 2007, configuring (Level 2)	5 credits	V	F/600/4370
Unit 53	Microsoft Office Project 2007, managing projects (Level 2)	6 credits	V	K/600/4394
Unit 54	Microsoft Virtual Earth 6.0, application development (Level 2)	5 credits	V	F/600/4319
Unit 55	Pre-installing for OEMs Windows Vista and Server operating systems (Level 2)	3 credits	V	M/600/4378
Unit 56	Supporting and troubleshooting applications on a Windows Vista Client for Consumer Support Technicians (Level 2)	9 credits	V	K/502/3646
Unit 57	Supporting and troubleshooting applications on a Windows Vista Client for Enterprise Support Technicians (Level 2)	9 credits	V	H/502/3628
Unit 58	Supporting users and troubleshooting a Microsoft Windows XP operating system (Level 2)	9 credits	V	L/502/3798
Unit 59	Supporting users and troubleshooting desktop applications on a Microsoft Windows XP operating system (Level 2)	9 credits	V	D/502/4065
Unit 60	Windows 7, Enterprise Desktop Support Technician (Level 2)	8 credits	V	D/601/6798
Unit 61	Cisco Discovery designing and supporting computer networks (Level 3)	10 credits	V	L/601/6909
Unit 62	Cisco Discovery introducing routing and switching in the enterprise (Level 3)	10 credits	V	Y/601/6900

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 63	Cisco Discovery networking for home and small business (Level 3)	10 credits	V	M/601/6840
Unit 64	Cisco Discovery working at a small-to-medium business or ISP (Level 3)	10 credits	V	D/601/6820
Unit 65	Cisco Entrepreneur: growing a business (Level 3)	10 credits	V	R/601/9567
Unit 66	Cisco Entrepreneur: iExec enterprise essentials (Level 3)	10 credits	V	Y/601/9568
Unit 67	Cisco Entrepreneur: starting a business (Level 3)	10 credits	V	D/601/9572
Unit 68	Cisco Exploration accessing the WAN (Level 3)	10 credits	V	K/601/7422
Unit 69	Cisco Exploration LAN switching and wireless (Level 3)	10 credits	V	K/601/7453
Unit 70	Cisco Exploration network fundamentals (Level 3)	10 credits	V	A/601/7537
Unit 71	Cisco Exploration routing protocols and concepts (Level 3)	10 credits	V	H/601/7421
Unit 72	Cisco IT essentials part 2 (Level 3)	10 credits	V	F/601/7457
Unit 73	CompTIA Convergence+ (Level 3)	9 credits	V	Y/501/3596
Unit 74	CompTIA Linux+ (Level 3)	9 credits	V	H/501/3598
Unit 75	CompTIA Network+ 2009 (Level 3)	10 credits	V	A/602/1393
Unit 76	CompTIA Network+ (Level 3)	9 credits	V	L/500/7312
Unit 77	CompTIA Security+ (Level 3)	9 credits	V	K/501/3599
Unit 78	CompTIA Security+ 2008 (Level 3)	10 credits	V	L/602/1396
Unit 79	CompTIA Server+ (Level 3)	9 credits	V	R/501/3600
Unit 80	CompTIA Server+ 2009 (Level 3)	10 credits	V	R/602/1397
Unit 81	Configuration Microsoft Forefront Client and Server (Level 3)	7 credits	V	L/600/4372
Unit 82	Configuring Microsoft Desktop Optimization Pack (Level 3)	10 credits	V	K/600/4377
Unit 83	Configuring Microsoft Internet Security and Acceleration Server 2006 (Level 3)	10 credits	V	T/600/4284
Unit 84	Configuring Microsoft Office Communications Server 2007 (Level 3)	4 credits	V	T/600/4396
Unit 85	Configuring Microsoft Office Project Server 2007 (Level 3)	7 credits	V	A/600/4397
Unit 86	Configuring Microsoft Office SharePoint Server 2007 (Level 3)	13 credits	V	Y/600/4391
Unit 87	Configuring Microsoft System Center Configuration Manager 2007 (Level 3)	10 credits	V	F/600/4286
Unit 88	Configuring Microsoft System Center Operations Manager 2007 (Level 3)	10 credits	V	A/600/4285
Unit 89	Configuring Windows Essential Business Server 2008 (Level 3)	11 credits	V	T/600/4379

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 90	Configuring Windows Server 2008 Active Directory (Level 3)	13 credits	V	M/502/3650
Unit 91	Configuring Windows Server 2008 Applications Infrastructure (Level 3)	13 credits	V	L/502/3638
Unit 92	Configuring Windows Server 2008 Network Infrastructure (Level 3)	11 credits	V	J/502/3640
Unit 93	Configuring Windows Server Virtualization (Level 3)	5 credits	V	M/600/4381
Unit 94	Configuring Windows SharePoint Services 3.0 (Level 3)	12 credits	V	D/600/4392
Unit 95	Configuring Windows Small Business Server 2008 (Level 3)	11 credits	V	K/600/4380
Unit 96	Designing and developing Enterprise applications using the Microsoft .NET Framework 3.5 (Level 3)	10 credits	V	L/600/4386
Unit 97	Designing and developing Windows applications using the Microsoft .NET Framework 3.5 (Level 3)	7 credits	V	F/600/4384
Unit 98	Designing, deploying, and managing a Network Solution for a small- and medium- sized business (Level 3)	6 credits	V	F/600/4241
Unit 99	Designing, implementing, and managing Microsoft Windows Mobile (Level 3)	5 credits	V	A/600/4304
Unit 100	Developing business process and integration solutions using Microsoft BizTalk Server (Level 3)	12 credits	V	H/600/4233
Unit 101	Implementing a Microsoft SQL Server 2008 database (Level 3)	9 credits	V	R/600/4289
Unit 102	Implementing and administering security in a Microsoft Windows Server 2003 Network (Level 3)	7 credits	V	R/501/2866
Unit 103	Implementing and maintaining Microsoft SQL Server 2008 (Level 3)	10 credits	V	J/600/4287
Unit 104	Implementing and managing Microsoft Exchange Server 2003 (Level 3)	7 credits	V	T/501/2827
Unit 105	Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004 (Level 3)	10 credits	V	M/600/4283
Unit 106	Implementing, managing, and maintaining a Windows Server 2003 Network Infrastructure (Level 3)	10 credits	V	H/501/2824
Unit 107	Implementing, managing, and troubleshooting Microsoft Office Live Communications Server 2005 (Level 3)	6 credits	V	J/600/4239
Unit 108	Installing, configuring and administering MS Windows 2000 Professional (Level 3)	7 credits	V	Y/501/2867
Unit 109	Installing, configuring and administering MS Windows XP Professional (Level 3)	7 credits	V	A/501/2604

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 110	Installing, configuring, and administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition (Level 3)	4 credits	V	K/501/2825
Unit 111	Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition (Level 3)	7 credits	V	M/501/2826
Unit 112	Interconnecting Cisco Networking Devices (CCNA Parts 3 and 4) (Level 3)	18 credits	V	K/501/2968
Unit 113	Introduction to Cisco Networking Technologies (CCNA parts 1 and 2) (Level 3)	18 credits	V	H/501/2967
Unit 114	Managing and maintaining a Windows Server 2003 environment (Level 3)	7 credits	V	J/501/2606
Unit 115	Microsoft .NET Framework – application development foundation (Level 3)	12 credits	V	H/600/4314
Unit 116	Microsoft .NET Framework 2.0 – distributed application development (Level 3)	10 credits	V	D/600/4313
Unit 117	Microsoft .NET Framework 2.0 – Web-based client development (Level 3)	12 credits	V	Y/600/4312
Unit 118	Microsoft .NET Framework 2.0 – Windows-based client development (Level 3)	12 credits	V	R/600/4311
Unit 119	Microsoft .NET Framework 3.5 – Windows Communication Foundation application development (Level 3)	5 credits	V	L/600/4307
Unit 120	Microsoft .NET Framework 3.5 – Windows Presentation Foundation application development (Level 3)	5 credits	V	J/600/4306
Unit 121	Microsoft .NET Framework 3.5 – Windows Workflow Foundation application development (Level 3)	5 credits	V	R/600/4308
Unit 122	Microsoft .NET Framework 3.5, ADO.NET application development (Level 3)	6 credits	V	D/600/4375
Unit 123	Microsoft .NET Framework 3.5, Windows Forms application development (Level 3)	12 credits	V	Y/600/4309
Unit 124	Microsoft Office PerformancePoint Server 2007, applications (Level 3)	6 credits	V	J/600/4371
Unit 125	Microsoft Office Project Server 2007, managing projects (Level 3)	7 credits	V	M/600/4395
Unit 126	Microsoft Office SharePoint Server 2007 – application development (Level 3)	12 credits	V	T/600/4317
Unit 127	Microsoft Office Visio 2007, application development (Level 3)	5 credits	V	T/600/4320
Unit 128	Microsoft SQL Server 2005 – implementation and maintenance (Level 3)	13 credits	V	H/502/3581
Unit 129	Microsoft Windows Mobile 5.0 – application development (Level 3)	12 credits	V	K/600/4315

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 130	Microsoft Windows SharePoint Services 3.0 – application development (Level 3)	12 credits	V	M/600/4316
Unit 131	Oracle Academy: data design (Level 3)	10 credits	V	D/601/7546
Unit 132	Oracle Academy: database design and programming with SQL (Level 3)	10 credits	V	J/601/7542
Unit 133	Oracle Academy: database programming with PL/SQL (Level 3)	20 credits	V	Y/601/7545
Unit 134	Planning and maintaining a Microsoft Windows Server 2003 network infrastructure (Level 3)	3 credits	V	H/501/2712
Unit 135	Pro: designing and developing ASP.NET Applications using the Microsoft .NET Framework 3.5 (Level 3)	7 credits	V	J/600/4385
Unit 136	Upgrading your MCDST Certification to MCITP Enterprise Support (Level 3)	8 credits	V	R/600/4390
Unit 137	Upgrading your MCSA on Windows Server 2003 to Windows Server 2008, Technology Specialist (Level 3)	10 credits	V	F/600/4398
Unit 138	Visual Studio 2005 Team Foundation Server (Level 3)	7 credits	V	L/600/4310
Unit 139	Visual Studio 2005 Tools for the Microsoft Office System (Level 3)	5 credits	V	A/600/4318
Unit 140	VM Ware Master Enterprise administration (Level 3)	10 credits	V	T/601/9562
Unit 141	VM Ware Master Enterprise design (Level 3)	10 credits	V	A/601/9563
Unit 142	Windows 7, Enterprise Desktop Administrator (Level 3)	8 credits	V	H/601/6799
Unit 143	Windows Server 2008, Enterprise Administrator (Level 3)	14 credits	V	T/502/3634
Unit 144	Windows Server 2008, Server Administrator (Level 3)	11 credits	V	J/502/3637
Unit 145	Business intelligence development and maintenance using Microsoft SQL Server 2008 (Level 4)	13 credits	V	M/600/4297
Unit 146	Cisco CCNP route (Level 4)	10 credits	V	F/601/9581
Unit 147	Cisco CCNP switch (Level 4)	10 credits	V	J/601/9582
Unit 148	Cisco CCNP troubleshooting (Level 4)	20 credits	V	L/601/9583
Unit 149	Configuring and managing Windows Server 2003 hosted environments (Level 4)	4 credits	V	F/600/4305
Unit 150	Deploying messaging solutions with Microsoft Exchange Server 2007 (Level 4)	9 credits	V	T/600/4236
Unit 151	Designing a business intelligence infrastructure by using Microsoft SQL Server 2005 (Level 4)	13 credits	V	H/600/4295
Unit 152	Designing a business intelligence infrastructure using Microsoft SQL Server 2008 (Level 4)	11 credits	V	H/600/4300
Unit 153	Designing a database server infrastructure by using Microsoft SQL Server 2005 (Level 4)	12 credits	V	R/600/4292
Unit 154	Designing a Windows Server 2003 Active Directory and Network infrastructure (Level 4)	11 credits	V	L/600/4243

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 155	Designing and developing Enterprise applications by using the Microsoft .NET Framework (Level 4)	9 credits	V	T/600/4365
Unit 156	Designing and developing Web-based applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	K/600/4363
Unit 157	Designing and developing Windows-based applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	M/600/4364
Unit 158	Designing and optimizing data access by using Microsoft SQL Server 2005 (Level 4)	12 credits	V	L/600/4291
Unit 159	Designing database solutions and data access using Microsoft SQL Server 2008 (Level 4)	10 credits	V	A/600/4299
Unit 160	Designing database solutions by using Microsoft SQL Server 2005 (Level 4)	10 credits	V	J/600/4290
Unit 161	Designing messaging solutions with Microsoft Exchange Server 2007 (Level 4)	10 credits	V	M/600/4235
Unit 162	Designing security for a Windows Server 2003 Network (Level 4)	7 credits	V	D/600/4246
Unit 163	Designing, optimizing and maintaining a database administrative solution using Microsoft SQL Server 2008 (Level 4)	10 credits	V	T/600/4298
Unit 164	Implement and maintain Microsoft SQL Server 2005 Business Intelligence (Level 4)	13 credits	V	D/600/4294
Unit 165	MCAD skills to MCPD web developer by using the Microsoft .NET Framework (Level 4)	13 credits	V	A/600/4366
Unit 166	MCAD skills to MCPD windows developer by using the Microsoft .NET Framework (Level 4)	13 credits	V	F/600/4367
Unit 167	MCAD skills to MCTS web applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	Y/600/4374
Unit 168	MCAD skills to MCTS windows applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	R/600/4373
Unit 169	Microsoft .NET Framework 3.5, ASP.NET application development (Level 4)	7 credits	V	A/600/4383
Unit 170	Optimizing and maintaining a database administration solution by using Microsoft SQL Server 2005 (Level 4)	10 credits	V	Y/600/4293
Unit 171	Planning, deploying, and managing Microsoft Systems Management Server 2003 (Level 4)	12 credits	V	J/600/4225
Unit 172	Planning, implementing, and maintaining a Windows Server 2003 Active Directory Infrastructure (Level 4)	11 credits	V	J/600/4242
Unit 173	Transition your MCITP SQL Server 2005 BI Developer to MCITP SQL Server 2008 BI Developer (Level 4)	5 credits	V	T/600/4303
Unit 174	Transition your MCITP SQL Server 2005 DBA to MCITP SQL Server 2008 (Level 4)	5 credits	V	K/600/4301
Unit 175	Transition your MCITP SQL Server 2005 DBD to MCITP SQL Server 2008 DBD (Level 4)	5 credits	V	M/600/4302

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 176	Upgrade MCDBA skills to MCITP database administrator by using Microsoft SQL Server 2005 (Level 4)	13 credits	V	K/600/4296
Unit 177	Upgrading your MCSE on Windows Server 2003 to Windows Server 2008, technology specialist (Level 4)	13 credits	V	T/600/4382
Unit 178	Windows Embedded CE 6.0 development (Level 4)	10 credits	V	Y/600/4388
Unit 186	Configuring Microsoft Exchange Server 2007 (Level 3)	12 credits	V	J/502/3556
Unit 187	Software Development Fundamentals (Level 2)	10 credits	V	M/602/6347
Unit 188	Windows Development Fundamentals (Level 2)	10 credits	V	T/602/6348
Unit 189	Web Development Fundamentals (Level 2)	10 credits	V	F/602/6353
Unit 190	Windows Server Administration Fundamentals (Level 2)	10 credits	V	T/602/6351
Unit 191	Security Fundamentals (Level 2)	10 credits	V	A/602/6349
Unit 192	Networking Fundamentals (Level 2)	10 credits	V	M/602/6350
Unit 193	Database Administration Fundamentals (Level 2)	10 credits	V	A/602/6352
Unit 194	Configuring Windows 7 (Level 2)	6 credits	V	Y/601/6797
Unit 202	TS: Silverlight 4, Development (Level 3)	12 credits	V	L/503/4588
Unit 203	TS: Windows Applications Development with Microsoft .NET Framework 4 (Level 3)	10 credits	V	R/503/4589
Unit 204	TS: Windows Communication Foundation Development with Microsoft .NET Framework 4 (Level 3)	6 credits	V	J/503/4590
Unit 205	TS: Web Applications Development with Microsoft .NET Framework 4 (Level 3)	9 credits	V	R/503/4592
Unit 206	TS: Accessing Data with Microsoft .NET Framework 4 (Level 3)	8 credits	V	Y/503/4593
Unit 207	PRO: Designing and Developing Windows Applications Using Microsoft .NET Framework 4 (Level 4)	12 credits	V	D/503/4594
Unit 208	PRO: Designing and Developing Web Applications Using Microsoft .NET Framework 4 (Level 4)	12 credits	V	H/503/4595
Unit 209	TS: Microsoft SharePoint 2010, Application Development (Level 3)	10 credits	V	K/503/4596
Unit 210	PRO: Designing and Developing Microsoft SharePoint 2010 Applications (Level 4)	10 credits	V	M/503/4597
Unit 211	PRO: Designing and Developing Windows Azure Applications (Level 4)	10 credits	V	T/503/4598
Unit 212	TS: Windows Server 2008 R2, Server Virtualisation (Level 4)	9 credits	V	A/503/4599
Unit 213	TS: Microsoft Exchange Server 2010, Configuring (Level 3)	12 credits	V	H/503/4600
Unit 214	PRO: Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010 (Level 4)	12 credits	V	K/503/4601

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Unit 215	TS: Microsoft Lync Server 2010, Configuring (Level 3)	6 credits	V	M/503/4602
Unit 216	PRO: Microsoft Lync Server 2010, Administrator (Level 4)	9 credits	V	T/503/4603
Unit 217	TS: Microsoft SharePoint 2010, Configuring (Level 3)	8 credits	V	A/503/4604
Unit 218	PRO: Microsoft SharePoint 2010, Administrator (Level 4)	11 credits	V	F/503/4605
Unit 219	TS: Windows Server 2008 R2, Desktop Virtualisation (Level 3)	8 credits	V	K/503/1598
Unit 220	Windows Vista for the Business Worker (Level 2)	4 credits	V	J/503/4606
Restricted units				
Unit 179	IT security for users (Level 2)	2 credits	M	Y/502/4257
Unit 180	IT security for users (Level 3)	3 credits	M	D/502/4258
Unit 181	IT user fundamentals (Level 2)	3 credits	M	L/502/4207
Unit 182	Optimise IT system performance (Level 2)	4 credits	M	H/502/4245
Unit 183	Optimise IT system performance (Level 3)	5 credits	M	K/502/4246
Unit 184	Set up an IT system (Level 2)	4 credits	M	L/502/4210
Unit 185	Set up an IT system (Level 3)	5 credits	M	R/502/4211
10351	**OCR Level 4 Diploma in Professional Competence for IT and Telecoms Professionals**		**80 credits**	**601/1690/0**

Made up of:

- 15 credits from competence Unit 3 and either Unit 221 or 222
- A further 65 credits from any units of which at least 48 credits must be at Level 4 or higher.

Units with the same title at different levels cannot be combined.

Candidates may only take one unit from each of the following groups:

- Units 6, 7 and 8
- Units 9, 10 and 11
- Units 12, 13 and 14
- Units 195, 15, 16 and 223
- Units 17, 18 and 41
- Units 29, 30 and 227
- Units 33 and 39
- Units 34, 35 and 228
- Units 37 and 224.

Unit 3	Health and safety in ICT (Level 1)	3 credits	EV	Y/500/7183
Unit 4	Computer games development (Level 2)	4 credits	EV	A/601/3164
Unit 5	Computer games development (Level 3)	10 credits	EV	F/601/3165
Unit 6	Creating a procedural computer program (Level 2)	7 credits	EV	L/601/3167
Unit 7	Creating a procedural computer program (Level 3)	12 credits	EV	R/601/3171
Unit 8	Designing and developing procedural computer programs (Level 4)	15 credits	EV	T/601/3311
Unit 9	Creating an event driven computer program (Level 2)	7 credits	EV	T/601/3177

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Unit 10	Creating an event driven computer program (Level 3)	12 credits	EV	F/601/3179
Unit 11	Designing and developing event-driven computer programs (Level 4)	10 credits	EV	J/601/3300
Unit 12	Creating an object oriented computer program (Level 2)	7 credits	EV	A/601/3181
Unit 13	Creating an object oriented computer program (Level 3)	12 credits	EV	L/601/3184
Unit 14	Designing and developing object-oriented computer programs (Level 4)	15 credits	EV	T/601/3308
Unit 15	Customer care in ICT (Level 2)	9 credits	EV	A/500/7158
Unit 16	Customer care in ICT (Level 3)	12 credits	EV	F/500/7159
Unit 17	Data modelling (Level 2)	6 credits	EV	A/601/3200
Unit 18	Data modelling (Level 3)	9 credits	EV	L/601/3203
Unit 19	IT project management (Level 2)	4 credits	EV	T/502/1110
Unit 20	IT project management (Level 3)	10 credits	EV	L/502/1114
Unit 21	Software installation and upgrade (Level 2)	9 credits	EV	D/500/7329
Unit 22	Software installation and upgrade (Level 3)	12 credits	EV	R/500/7330
Unit 23	System management (Level 2)	6 credits	EV	Y/500/7331
Unit 24	System management (Level 3)	12 credits	EV	D/500/7332
Unit 25	Technical advice and guidance (Level 2)	9 credits	EV	F/601/3506
Unit 26	Technical advice and guidance (Level 3)	12 credits	EV	J/601/3507
Unit 27	Technical fault diagnosis (Level 2)	9 credits	EV	T/601/3292
Unit 28	Technical fault diagnosis (Level 3)	12 credits	EV	A/601/3293
Unit 29	Testing ICT systems (Level 2)	9 credits	EV	A/500/7354
Unit 30	Testing ICT systems (Level 3)	12 credits	EV	F/500/7355
Unit 31	User profile administration (Level 2)	6 credits	EV	H/500/7378
Unit 32	User profile administration (Level 3)	9 credits	EV	K/500/7379
Unit 33	ICT system operation (Level 2)	9 credits	EV	F/500/7338
Unit 34	Introduction to IT systems development (Level 2)	6 credits	EV	J/601/3247
Unit 35	Investigating and defining customer requirements for ICT systems (Level 3)	12 credits	EV	R/601/3249
Unit 36	Quality management of ICT products and services (Level 3)	12 credits	EV	T/500/7210
Unit 37	Remote support for products and services (Level 3)	12 credits	EV	D/500/7217
Unit 38	Security of ICT systems (Level 3)	12 credits	EV	D/500/7220
Unit 39	System operation (Level 3)	12 credits	EV	A/500/7340
Unit 40	Working with ICT hardware and equipment (Level 2)	9 credits	EV	K/500/7382
Unit 41	Data structures and algorithms (Level 4)	15 credits	EV	R/601/3297
Unit 42	Designing and developing a web site (Level 4)	15 credits	EV	L/601/3315
Unit 195	Customer care in ICT (Level 1)	6 credits	EV	T/500/7157
Unit 196	Interpersonal and written communication (Level 2)	9 credits	EV	T/500/7207

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 197	Managing software development (Level 3)	12 credits	EV	T/500/6798
Unit 198	Interpersonal and written communication (Level 3)	12 credits	EV	A/500/7208
Unit 199	Working with ICT hardware equipment and systems (Level 3)	12 credits	EV	M/500/7383
Unit 200	Working with ICT hardware equipment and systems (Level 4)	15 credits	EV	T/500/7384
Unit 201	Security of ICT systems (Level 4)	15 credits	EV	H/500/7221
Unit 221	Develop own effectiveness and professionalism (Level 4)	12 credits	EV	K/601/3502
Unit 222	Health and Safety in ICT (Level 3)	12 credits	EV	H/602/2943
Unit 223	Customer care for IT & Telecoms Professionals (Level 4)	12 credits	EV	H/504/5502
Unit 224	Remote support for ICT products or services (Level 4)	15 credits	EV	A/602/1264
Unit 225	Technical advice and guidance (Level 4)	15 credits	EV	Y/500/7345
Unit 226	Technical fault diagnosis (Level 4)	15 credits	EV	L/500/7391
Unit 227	Testing IT & Telecoms Systems (Level 4)	15 credits	EV	M/505/0573
Unit 228	Investigating and defining customer requirements for ICT systems (Level 4)	15 credits	EV	R/602/1772

Creative iMedia (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
04304	**OCR Level 1 Award for Creative iMedia**		**9 credits**	**500/8532/3**
Made up of: 9 credits from Levels 1 and 2 units, of which at least 6 must be at Level 1 and no more than 3 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04305	**OCR Level 1 Certificate for Creative iMedia**		**20 credits**	**500/8533/5**
Made up of: • Unit 101 (4 credits) • 16 credits from Levels 1 and 2 units, of which at least 10 must be at Level 1 and no more than 6 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04306	**OCR Level 1 Diploma for Creative iMedia**		**37 credits**	**500/8534/7**
Made up of: • Units 101 and 102 (8 credits) • 29 credits from Levels 1 and 2 units (including Adobe units), of which at least 14 must be at Level 1 and no more than 9 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04307	**OCR Level 2 Award for Creative iMedia**		**9 credits**	**500/8535/9**
Made up of: 9 credits from any units, of which at least 6 must be at Level 2 and no more than 3 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
04308	**OCR Level 2 Certificate for Creative iMedia**		**24 credits**	**500/8529/3**
Made up of: • Unit 201 (4 credits) • 20 credits from any remaining units, of which at least 12 must be at Level 2 and no more than 6 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04309	**OCR Level 2 Diploma for Creative iMedia**		**37 credits**	**500/8531/1**
Made up of: • Units 201 and 202 (9 credits) • 28 credits from any remaining units (including Adobe units), of which at least 13 must be at Level 2 and no more than 9 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04310	**OCR Level 3 Award for Creative iMedia**		**10 credits**	**500/8413/6**
Made up of: 10 credits from Level 2 and 3 units, of which at least 6 must be at Level 3 and no more than 3 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04311	**OCR Level 3 Certificate for Creative iMedia**		**24 credits**	**500/8389/2**
Made up of: • Unit 301 (6 credits) • 18 credits from Level 2 and 3 units, of which at least 10 must be at Level 3 and no more than 6 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
04312	**OCR Level 3 Diploma for Creative iMedia**		**45 credits**	**500/8414/8**
Made up of: • Units 301 and 302 (13 credits) • 32 credits from Level 2 and 3 units (including Adobe units), of which at least 14 must be at Level 3 and no more than 9 must be from the Adobe units. Units with matching unit numbers at different levels (e.g. 101, 201, 301) cannot be combined.				
Level 1 units				
Unit 101	Pre-production skills	4 credits	M, P*	Y/600/7677
Unit 102	Digital media skills for asset production	4 credits	M, P*	M/600/7684
Unit 103	Special video effects	5 credits	M, P*	J/600/7688
Unit 104	Character modelling	4 credits	M, P*	J/600/7691
Unit 105	Sound effects	4 credits	M, P*	D/600/7700
Unit 106	Storytelling with a comic strip	4 credits	M, P*	T/600/7704
Unit 109	Exploring the digital world of media	4 credits	M, P*	R/600/7712
Unit 110	Interactive multimedia presentations	4 credits	M, P*	D/600/7714
Unit 111	Introduction to web page production	4 credits	M, P*	T/600/7718
Unit 112	Creating an animated object	6 credits	M, P*	T/600/7721
Unit 113	Digital graphics editing	4 credits	M, P*	J/600/7724
Unit 114	Creating a digital audio-visual sequence	6 credits	M, P*	H/600/7729
Unit 115	Design and test computer games	5 credits	M, P*	M/600/7734

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 117	Digital photography	4 credits	M, P*	R/600/9301
Level 2 units				
Unit 201	Pre-production skills	4 credits	M, P*	Y/600/7680
Unit 202	Digital media skills for asset production	5 credits	M, P*	T/600/7685
Unit 203	Video composite effects	6 credits	M, P*	L/600/7689
Unit 204	Character modelling	6 credits	M, P*	L/600/7692
Unit 205	Sound effects	5 credits	M, P*	K/600/7702
Unit 206	Storytelling with a comic strip	6 credits	M, P*	A/600/7705
Unit 207	Virtual performance	6 credits	M, P*	J/600/7707
Unit 208	Digital performance	6 credits	M, P*	R/600/7709
Unit 210	Interactive multimedia concepts	5 credits	M, P*	H/600/7715
Unit 211	Creating a multipage website	5 credits	M, P*	A/600/7719
Unit 212	Creating a digital animation	7 credits	M, P*	A/600/7722
Unit 213	Digital graphics editing	5 credits	M, P*	L/600/7725
Unit 214S	Creating a digital sound sequence	5 credits	M, P*	Y/600/7730
Unit 214V	Creating a digital video sequence	5 credits	M, P*	D/600/7731
Unit 215	Game design concepts	4 credits	M, P*	T/600/7735
Unit 216	Developing digital games using game creation software	5 credits	M, P*	F/600/7740
Unit 217	Digital photography	5 credits	M, P*	D/600/9303
Level 3 units				
Unit 301	Pre-production skills	6 credits	M, P*	H/600/7682
Unit 302	Digital media skills for asset production	7 credits	M, P*	F/600/7687
Unit 303	Video composite effects	7 credits	M, P*	F/600/7690
Unit 304	Character modelling	7 credits	M, P*	M/600/7698
Unit 305	Sound effects	6 credits	M, P*	M/600/7703
Unit 306	Storytelling with a comic strip	6 credits	M, P*	F/600/7706
Unit 307	Virtual performance	6 credits	M, P*	L/600/7708
Unit 308	Digital performance	6 credits	M, P*	J/600/7710
Unit 310	Interactive multimedia design	6 credits	M, P*	M/600/7717
Unit 311	Developing an enhanced website	6 credits	M, P*	M/600/7720
Unit 312	Creating an interactive digital animation	8 credits	M, P*	F/600/7723
Unit 313	Digital graphics editing	6 credits	M, P*	R/600/7726
Unit 314S	Creating a digital sound track	6 credits	M, P*	H/600/7732
Unit 314V	Creating a digital video sequence	6 credits	M, P*	K/600/7733
Unit 315	Game design concepts	6 credits	M, P*	A/600/7736
Unit 316	Developing 3D digital games using game creation software	8 credits	M, P*	J/600/7741
Unit 317	Digital photography	6 credits	M, P*	H/600/9304
Adobe units				
Unit A218	Adobe rich media communication using Flash Professional (Level 2)	3 credits	M, P*	T/602/5944

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit A219	Adobe web communication using Dreamweaver (Level 2)	3 credits	M, P*	A/602/5945
Unit A220	Adobe visual communication using Photoshop (Level 2)	3 credits	M, P*	F/602/5946
Unit A221	Adobe video communication using Adobe Premiere Pro (Level 2)	3 credits	M, P*	R/503/6021
* The use of the e-Portfolio (MAPS) is mandatory for these units.				
03364	**OCR Level 3 Diploma in Creative and Digital Media Competence**		**70 credits**	**500/8357/0**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1–6 (30 credits) • 4 credits from Optional Group 1 • 2 credits from Optional Group 2 • At least 35 credits from Optional Group 3. Barred combinations: • Units 7 and 8 • Units 9 and 10.				
10323	**OCR Level 3 Diploma in Creative and Digital Media Competence**		**71, 72 or 73 credits**	**500/8357/0**
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • At least 35 credits from Group 3 (excluding Unit 42) and Group 12, of which no more than 25 credits must come from Group 12. At least 18 credits must be at Level 3.				
Radio pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 25 credits from Group 5.				
Radio technical production pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 3 credits from Group 5 • At least 24 credits from Group 6.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Radio content pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 25 credits from Group 7, of which 6 credits must come from Unit 47.				
Radio production pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 22 credits from Group 8 • At least 3 credits from Group 5.				
Radio research pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 20 credits from Group 9 • At least 6 credits from Group 5.				
Radio image and commercial production pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 20 credits from Group 10 • At least 6 credits from Group 5.				
Radio presentation pathway				
Made up of: • Units 1–6 (30 credits) • 4 credits from Group 1 • 2 credits from Group 2 • 10 credits from Group 4 • At least 18 credits from Group 11 • At least 7 credits from Group 5.				
Mandatory units				
Unit 1	Awareness of employment in the Creative Media sector (Level 3)	6 credits	EV	L/600/9037

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 2	Communicating and presenting ideas in the Creative Media sector (Level 3)	5 credits	EV	R/600/9038
Unit 3	Awareness of converging digital technology in the Creative Media sector (Level 3)	6 credits	EV	Y/600/9039
Unit 4	Professional behaviour in the Creative Media sector (Level 3)	5 credits	EV	L/600/9040
Unit 5	Contribute to good working relationships (Level 2)	4 credits	EV	R/600/9010
Unit 6	Ensure your own actions reduce risks to health and safety (Level 2)	4 credits	EV	Y/600/9011
Group 1: Creative Media Industry Awareness				
Unit 7	Creative Media industry awareness (Level 2)	4 credits	EV	H/600/8508
Unit 8	Creative Media industry awareness (Level 3)	4 credits	EV	K/600/8509
Group 2: Awareness of Health and Safety				
Unit 9	Awareness of health and safety in the Creative Media sector (Level 2)	2 credits	EV	D/600/8510
Unit 10	Awareness of health and safety in the Creative Media sector (Level 3)	2 credits	EV	H/600/8511
Group 3: Competence units				
Unit 11	Edit audiovisual journalistic material (Level 3)	7 credits	EV	R/600/8391
Unit 12	Record audiovisual journalistic material (Level 3)	7 credits	EV	L/600/8387
Unit 13	Rig and manage cables for television and video production (Level 2)	6 credits	EV	D/600/9009
Unit 14	Provide assistance to the camera crew during a multi-camera shoot (Level 2)	9 credits	EV	H/600/8959
Unit 15	Obtain, prepare and return camera equipment (Level 2)	6 credits	EV	F/601/3005
Unit 16	Lay basic track for camera dollies (Level 2)	6 credits	EV	Y/600/9008
Unit 17	Prepare camera equipment for each day's shoot (Level 2)	10 credits	EV	D/600/8961
Unit 18	Strike sets for television and video production (Level 2)	8 credits	EV	A/600/8966
Unit 19	Support visual preparation (Level 2)	6 credits	EV	T/600/8965
Unit 20	Ingest materials for fast turn-around programming (Level 3)	9 credits	EV	H/600/8458
Unit 21	Monitor and maintain post production equipment and environments (Level 3)	8 credits	EV	D/600/8409
Unit 22	Transfer materials to non-broadcast formats (Level 3)	6 credits	EV	K/600/8414
Unit 23	Capture pictures and sound for non-linear editing (Level 3)	8 credits	EV	D/600/8457
Unit 24	Manage and market own freelance services (Level 3)	6 credits	EV	T/600/8948
Unit 25	Produce copy for interactive media products (Level 3)	7 credits	EV	F/600/8323
Unit 26	Obtain assets for use in interactive media products (Level 3)	5 credits	EV	F/600/8287

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Unit 27	Create 2D animations for interactive media products (Level 3)	10 credits	EV	T/600/8383
Unit 28	Prepare assets for use in interactive media products (Level 3)	9 credits	EV	K/600/8297
Unit 29	Contribute ideas for production (Level 3)	6 credits	EV	J/600/8257
Unit 30	Clear copyright materials (Level 3)	4 credits	EV	H/600/8279
Unit 31	Identify sources of information and present findings (Level 3)	5 credits	EV	J/600/8260
Unit 32	Obtain archive material (Level 3)	8 credits	EV	M/600/8267
Unit 33	Contribute to office-based pre-production (Level 3)	9 credits	EV	J/600/8274
Unit 34	Understand legal and ethical requirements relating to photo imaging (Level 3)	5 credits	EV	L/600/8969
Unit 35	Undertake technical adjustment of images (Level 3)	7 credits	EV	M/600/8995
Unit 36	Prepare image output (Level 3)	6 credits	EV	F/600/8998
Unit 37	Agree the photo imaging brief (Level 3)	5 credits	EV	Y/600/8974
Unit 38	Undertake colour management procedures (Level 3)	6 credits	EV	M/600/9001
Unit 39	Undertake image asset management (Level 3)	5 credits	EV	F/600/9004
Unit 40	Plan and organise the photographic assignment (Level 3)	7 credits	EV	M/600/8978
Unit 41	Undertake the photographic assignment (Level 3)	10 credits	EV	F/600/8984
Unit 42	Communicating using digital marketing/sales channels (Level 3)	4 credits	EV	T/502/8624
Group 4: Core for radio pathways				
Unit 43	Work effectively in radio (Level 3)	6 credits	EV	D/601/2637
Unit 44	Research the structure of the radio industry (Level 3)	4 credits	EV	T/601/2658
Group 5: Generic radio pathway				
Unit 45	Research audiences for radio (Level 3)	4 credits	EV	A/601/2662
Unit 46	Contribute to the creative process in radio (Level 3)	4 credits	EV	F/601/2663
Unit 47	Originate and develop ideas for radio content (Level 3)	6 credits	EV	J/601/2664
Unit 48	Undertake research for radio content (Level 3)	6 credits	EV	L/601/2665
Unit 49	Work to a brief for radio content (Level 3)	3 credits	EV	Y/601/2670
Unit 50	Pitch ideas for radio content (Level 3)	3 credits	EV	H/601/2672
Unit 51	Evaluate ideas for radio content (Level 3)	3 credits	EV	T/601/2675
Unit 52	Write for radio (Level 3)	6 credits	EV	A/601/2676
Unit 53	Write for multi-platform use in radio (Level 3)	6 credits	EV	F/601/2677
Unit 54	Manage audio material (Level 3)	6 credits	EV	L/601/2679
Unit 55	Operate a radio studio (Level 3)	6 credits	EV	F/601/2680
Unit 56	Record audio on location and in the studio (Level 3)	6 credits	EV	J/601/2681
Unit 57	Edit, process and mix audio (Level 3)	6 credits	EV	R/601/2683

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 58	Assist with radio productions (Level 3)	6 credits	EV	Y/601/2684
Unit 59	Know how to produce speech content for radio (Level 3)	3 credits	EV	D/601/2685
Unit 60	Produce music radio (Level 3)	3 credits	EV	H/601/2686
Unit 61	Produce multi-platform content for radio (Level 3)	3 credits	EV	M/601/2688
Unit 62	Produce radio broadcasts (Level 3)	6 credits	EV	T/601/2689
Unit 63	Know how to produce station branding, trails and commercials (Level 3)	4 credits	EV	T/601/2692
Unit 64	Use and develop the voice for radio (Level 3)	3 credits	EV	F/601/2694
Unit 65	Present a radio programme (Level 3)	6 credits	EV	L/601/2696
Unit 66	Prepare for and conduct radio interviews (Level 3)	3 credits	EV	R/601/2697
Unit 67	Comply with the law when working in radio (Level 3)	6 credits	EV	J/601/2700
Unit 68	Conduct yourself ethically when working in radio (Level 3)	4 credits	EV	R/601/2702
Group 6: Technical Production pathway				
Unit 54	Manage audio material (Level 3)	6 credits	EV	L/601/2679
Unit 55	Operate a radio studio (Level 3)	6 credits	EV	F/601/2680
Unit 56	Record audio on location and in the studio (Level 3)	6 credits	EV	J/601/2681
Unit 57	Edit, process and mix audio (Level 3)	6 credits	EV	R/601/2683
Group 7: Content pathway				
Unit 47	Originate and develop ideas for radio content (Level 3)	6 credits	EV	J/601/2664
Unit 46	Contribute to the creative process in radio (Level 3)	4 credits	EV	F/601/2663
Unit 48	Undertake research for radio content (Level 3)	6 credits	EV	L/601/2665
Unit 49	Work to a brief for radio content (Level 3)	3 credits	EV	Y/601/2670
Unit 50	Pitch ideas for radio content (Level 3)	3 credits	EV	H/601/2672
Unit 51	Evaluate ideas for radio content (Level 3)	3 credits	EV	T/601/2675
Unit 52	Write for radio (Level 3)	6 credits	EV	A/601/2676
Unit 53	Write for multi-platform use in radio (Level 3)	6 credits	EV	F/601/2677
Group 8: Production pathway				
Unit 58	Assist with radio productions (Level 3)	3 credits	EV	Y/601/2684
Unit 59	Know how to produce speech content for radio (Level 3)	3 credits	EV	D/601/2685
Unit 60	Produce music radio (Level 3)	3 credits	EV	H/601/2686
Unit 61	Produce multi-platform content for radio (Level 3)	3 credits	EV	M/601/2688
Unit 62	Produce radio broadcasts (Level 3)	6 credits	EV	T/601/2689
Unit 63	Know how to produce station branding, radio trails and commercials (Level 3)	4 credits	EV	T/601/2692
Group 9: Research pathway				
Unit 67	Comply with the law when working in radio (Level 3)	6 credits	EV	J/601/2700

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 68	Conduct yourself ethically when working in radio (Level 3)	4 credits	EV	R/601/2702
Unit 45	Research audiences for radio (Level 3)	4 credits	EV	A/601/2662
Unit 48	Undertake research for radio content (Level 3)	6 credits	EV	L/601/2665
Group 10: Image and commercial production pathway				
Unit 50	Pitch ideas for radio content (Level 3)	3 credits	EV	H/601/2672
Unit 51	Evaluate ideas for radio content (Level 3)	3 credits	EV	T/601/2675
Unit 63	Know how to produce station branding, radio trails and commercials (Level 3)	4 credits	EV	T/601/2692
Unit 52	Write for radio (Level 3)	6 credits	EV	A/601/2676
Unit 45	Research audiences for radio (Level 3)	4 credits	EV	A/601/2662
Group 11: Presentation pathway				
Unit 55	Operate a radio studio (Level 3)	6 credits	EV	F/601/2680
Unit 64	Use and develop the voice for radio (Level 3)	3 credits	EV	F/601/2694
Unit 65	Present a radio programme (Level 3)	6 credits	EV	L/601/2696
Unit 66	Prepare for and conduct radio interviews (Level 3)	3 credits	EV	R/601/2697
Group 12: Restricted units				
Unit 69	Analyse and break down scripts during pre-production (Level 4)	10 credits	EV	M/503/0890
Unit 70	Monitor pre-shoot rehearsals, production meetings and recces (Level 4)	10 credits	EV	L/503/0895
Unit 71	Conduct a technical recce from an electrical viewpoint (Level 4)	10 credits	EV	A/503/2383
Unit 72	Prepare and operate lighting equipment (Level 3)	3 credits	EV	K/503/2380
Unit 73	Planning costume requirements for a production (Level 3)	2 credits	EV	A/601/6808
Unit 74	Work with designers to fulfil the costume requirements for production (Level 3)	11 credits	EV	M/503/8696
Unit 75	Research and recreate period costume designs (Level 3)	8 credits	EV	T/503/8702
Unit 76	Assist performers with costumes and dressing (Level 2)	8 credits	EV	R/503/8724
Unit 77	Carry out maintenance to costumes and equipment (Level 2)	2 credits	EV	R/601/6720
Unit 78	Sourcing a range of costumes, materials and equipment (Level 3)	3 credits	EV	A/601/6811
Unit 79	Organise and maintain costumes returned (Level 2)	8 credits	EV	T/503/8716
Unit 80	Prepare to change the performer's appearance (Level 2)	12 credits	EV	Y/503/8711
Unit 81	Hair styling and dressing for performers (Level 3)	10 credits	EV	D/502/5751
Unit 82	Character make-up for film and TV (Level 3)	9 credits	EV	L/601/3055
Unit 83	Create and present a design plan in the fashion, theatrical, special effects and media make-up industry (Level 4)	8 credits	EV	F/503/3728

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 84	Apply make-up to change performers' appearance (Level 3)	12 credits	EV	H/503/8727
Unit 85	Assist with the continuity of performers' appearance (Level 2)	10 credits	EV	J/503/8722
Unit 86	Maintain continuity of the performers hair and/or make-up (Level 3)	10 credits	EV	J/503/8719
Unit 87	Make-up using prosthetics (Level 3)	10 credits	EV	A/502/5613
Unit 88	Preparing surfaces for painting and decorating (Level 2)	5 credits	EV	M/503/4941
Unit 89	Erecting and dismantling access/working platforms in the workplace (Level 2)	8 credits	EV	D/600/8281
Unit 92	Erecting specialised, designed scaffolds and rigging in the workplace (Level 3)	25 credits	EV	L/600/8261
Unit 93	Producing broken colour effects in the workplace (Level 2)	12 credits	EV	L/503/9810
Unit 94	Producing stencil designs using pre-cut stencil plates in the workplace (Level 2)	12 credits	EV	L/503/9953
Unit 95	Applying coatings by the airless spray method in the workplace (Level 3)	17 credits	EV	D/503/9732
01728	**OCR Level 2 Certificate in Preparing to work in Creative Media**		**24 credits**	**500/8425/2**
Made up of: • Units 1–4 (18 credits) • 4 credits from Group 1 • 2 credits from Group 2.				
Unit 1	Awareness of employment in the Creative Media sector (Level 2)	5 credits	M	L/600/8504
Unit 2	Communicating and presenting ideas in the Creative Media sector (Level 2)	4 credits	M	R/600/8505
Unit 3	Awareness of converging digital technology in the Creative Media sector (Level 2)	5 credits	M	Y/600/8506
Unit 4	Professional behaviour in the Creative Media sector (Level 2)	4 credits	M	D/600/8507
Group 1: Creative Media Industry Awareness				
Unit 5	Creative Media industry awareness (Level 2)	4 credits	M	H/600/8508
Unit 6	Creative Media industry awareness (Level 3)	4 credits	M	K/600/8509
Group 2: Awareness of Health and Safety				
Unit 7	Awareness of health and safety in the Creative Media sector (Level 2)	2 credits	M	D/600/8510
Unit 8	Awareness of health and safety in the Creative Media sector (Level 3)	2 credits	M	H/600/8511
01729	**OCR Level 3 Certificate in Preparing to work in Creative Media**		**28 credits**	**500/8221/8**

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Made up of: • Units 1–4 (22 credits) • 4 credits from Group 1 • 2 credits from Group 2.				
Unit 1	Awareness of employment in the Creative Media sector (Level 3)	6 credits	M	L/600/9037
Unit 2	Communicating and presenting ideas in the Creative Media sector (Level 3)	5 credits	M	R/600/9038
Unit 3	Awareness of converging digital technology in the Creative Media sector (Level 3)	6 credits	M	Y/600/9039
Unit 4	Professional behaviour in the Creative Media sector (Level 3)	5 credits	M	L/600/9040
Group 1: Creative Media Industry Awareness				
Unit 5	Creative Media industry awareness (Level 2)	4 credits	M	H/600/8508
Unit 6	Creative Media industry awareness (Level 3)	4 credits	M	K/600/8509
Group 2: Awareness of Health and Safety				
Unit 7	Awareness of health and safety in the Creative Media sector (Level 2)	2 credits	M	D/600/8510
Unit 8	Awareness of health and safety in the Creative Media sector (Level 3)	2 credits	M	H/600/8511

IT Users (CLAiT Suite) (NQF)

Entry code	Qualification title	Assessment	Qualification number
04636	**OCR Level 1 New CLAiT International Certificate for IT Users**	**3 units**	**n/a**
Made up of: Unit 1 plus any 2 other units.			
04636	**OCR Level 1 New CLAiT International Diploma for IT Users**	**5 units**	**n/a**
Made up of: Unit 1 plus any 4 other units.			
Unit 1	File management and e-document production	M	n/a
Unit 2	Creating spreadsheets and graphs	M	n/a
Unit 3	Database manipulation	M	n/a
Unit 4	e-publication creation	M	n/a
Unit 5	Create an e-presentation	M	n/a
Unit 6	e-image creation	M	n/a
Unit 7	Web page creation	M	n/a
Unit 8	On-line communication	M	n/a
04637	**OCR Level 2 CLAiT Plus International Certificate for IT Users**	**3 units**	**n/a**

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Entry code	Qualification title	Assessment	Qualification number
Made up of: Unit 1 plus any 2 other units.			
04637	**OCR Level 2 CLAiT Plus International Diploma for IT Users**	**5 units**	**n/a**
Made up of: Unit 1 plus any 4 other units.			
Unit 1	Integrated e-document production	M, V	n/a
Unit 2	Manipulating spreadsheets and graphs	M, V	n/a
Unit 3	Creating and using a database	M, V	n/a
Unit 4	E-publication design	M	n/a
Unit 5	Design an e-presentation	M, V	n/a
Unit 6	E-image manipulation	M	n/a
Unit 7	Website creation	M	n/a
Unit 8	Electronic communication	M, V	n/a
Unit 9	Adobe Flash	V	n/a
Unit 10	Adobe Photoshop	V	n/a
Unit 11	Adobe Dreamweaver	V	n/a
Unit 12	Adobe Premier	V	n/a
04638	**OCR Level 3 CLAiT Advanced International Certificate for IT Users**	**3 units**	**n/a**
Made up of: Unit 1 plus any 2 other units.			
04638	**OCR Level 3 CLAiT Advanced International Diploma for IT Users**	**5 units**	**n/a**
Made up of: Unit 1 plus any 4 other units.			
Unit 1	Creating an IT solution	M, V	n/a
Unit 2	Analysing spreadsheets and graphs	M, V	n/a
Unit 3	Relational databases	M	n/a
Unit 4	E-publication production	M	n/a
Unit 5	Professional e-presentation	M	n/a
Unit 6	E-image production	M	n/a
Unit 7	Website authoring	M	n/a

IT Users (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
01679	**OCR Entry Level Award in Using ICT (Entry 3)**		**9 credits**	**500/5694/3**
Made up of: any 3 units.				
Unit 1	Displaying information using ICT	3 credits	M	T/502/1141
Unit 2	Using ICT to find information	3 credits	M	R/502/1194
Unit 3	Communicating information using ICT	3 credits	M	H/502/1197
Unit 4	Producing charts using ICT	3 credits	M	K/502/1198

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Entry code	Qualification title	Credit value	Assessment	Qualification number
01779	**OCR Entry Level Award in Digital Literacy (Entry 3)**		**3 credits**	**500/6545/2**
Made up of Unit 1				
Unit 1	Digital Literacy	3 credits	CB	A/600/1161
03991	**OCR Level 1 Award in IT User Skills (ITQ)**		**9 credits**	**500/6684/5**
Made up of: • 9 credits from Units 1, 4–82 and 91–92, of which at least 6 must be at Level 1. No more than 3 credits must be from Entry Level units. Barred combinations: • Units with the same title at different levels cannot be combined.				
03992	**OCR Level 1 Certificate in IT User Skills (ITQ)**		**13 credits**	**500/6683/3**
Made up of: • Unit 1 (3 credits) • 10 credits from Units 4–83 and 91–92, of which no more than 3 at Entry Level and no more than 3 from sector-specific Unit 83. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
03993	**OCR Level 1 Diploma in IT User Skills (ITQ)**		**37 credits**	**500/6742/4**
Made up of: • Unit 1 (3 credits) • 34 credits from Units 4–83 and 91–92, of which no more than 5 at Entry Level and no more than 3 from sector-specific Unit 83. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
03994	**OCR Level 2 Award in IT User Skills (ITQ)**		**10 credits**	**500/6685/7**
Made up of: 10 credits from Units 2, 4–82 and 91–92, of which at least 7 must be at Level 2. Barred combinations: • Units with the same title at different levels cannot be combined.				
03995	**OCR Level 2 Certificate in IT User Skills (ITQ)**		**16 credits**	**500/6743/6**
Made up of: • Unit 2 (4 credits) • 12 credits from Units 4–82, 84 and 91–92, of which at least 6 must be at Levels 2–3 and no more than 4 may be from sector-specific Unit 84. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
13995	**OCR Level 2 Extended Certificate in IT User Skills (ITQ)**		**25 credits**	**600/1062/9**
Made up of: • Unit 2 (4 credits) • 21 credits from Units 4–82, 84 and 91–92, of which at least 11 must be at Levels 2–3 and no more than 4 may be from sector-specific Unit 84. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
03996	**OCR Level 2 Diploma in IT User Skills (ITQ)**		**38 credits**	**500/6744/8**
Made up of: • Unit 2 (4 credits) • 34 credits from Units 4–82, 84 and 91–92, of which at least 17 must be at Levels 2–3 and no more than 4 may be from sector-specific Unit 84. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
03997	**OCR Level 3 Award in IT User Skills (ITQ)**		**12 credits**	**500/6588/9**
Made up of: 12 credits from Units 3–82 and 91–92, of which at least 8 must be at Level 3. Barred combinations: • Units with the same title at different levels cannot be combined.				
03998	**OCR Level 3 Certificate in IT User Skills (ITQ)**		**25 credits**	**500/6758/8**
Made up of: • Unit 3 (5 credits) • 20 credits from Units 4–82, 85 and 91–92, of which at least 10 must be at Level 3 and no more than 5 may be from sector-specific Unit 85. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
03999	**OCR Level 3 Diploma in IT User Skills (ITQ)**		**39 credits**	**500/6757/6**
Made up of: • Unit 3 (5 credits) • 34 credits from Units 4–82, 85 and 91–92, of which at least 17 must be at Level 3 and no more than 5 may be from sector-specific Unit 85. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				
13996	**OCR Level 2 Diploma in IT User Skills (ITQ)**		**38 credits**	**600/1955/4**
Made up of: • Units 2, 93 and 94 (16 credits) • 22 credits from Units 4–12, 15–60, 63–71, 74–82, 84 and 91–92, of which at least 5 must be at Levels 2–3 and no more than 4 may be from sector-specific Unit 84. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
13999	**OCR Level 3 Diploma in IT User Skills (ITQ)**		**39 credits**	**600/1958/X**
Made up of: • Units 3, 95 and 96 (17 credits) • 22 credits from Units 4–12, 15–60, 63–71, 74–82, 85 and 91–92, of which at least 5 must be at Levels 2–3 and no more than 5 may be from sector-specific Unit 85. Credits from the SSU cannot count towards the requirement for half the optional units to be at the same level as the qualification. Barred combinations: • Units with the same title at different levels cannot be combined. The Fundamentals Units cannot be used.				
Unit 1	Improving productivity using IT (Level 1)	3 credits	M	T/502/4153
Unit 2	Improving productivity using IT (Level 2)	4 credits	M	J/502/4156
Unit 3	Improving productivity using IT (Level 3)	5 credits	M	L/502/4157
Unit 4	Audio software (Level 1)	2 credits	M	K/502/4389
Unit 5	Audio software (Level 2)	3 credits	M	D/502/4390
Unit 6	Audio software (Level 3)	4 credits	M	H/502/4391
Unit 7	Bespoke software (Level 1)	2 credits	M	A/502/4395
Unit 8	Bespoke software (Level 2)	3 credits	M	F/502/4396
Unit 9	Bespoke software (Level 3)	4 credits	M	J/502/4397
Unit 10	Computerised accounting software (Level 1)	2 credits	M	F/502/4401
Unit 11	Computerised accounting software (Level 2)	3 credits	M	J/502/4402
Unit 12	Computerised accounting software (Level 3)	5 credits	M	L/502/4403
Unit 13	IT communication fundamentals (Level 1)	2 credits	M	Y/502/4291
Unit 14	IT communication fundamentals (Level 2)	2 credits	M	D/502/4292
Unit 15	Using collaborative technologies (Level 1)	3 credits	M	A/502/4378
Unit 16	Using collaborative technologies (Level 2)	4 credits	M	F/502/4379
Unit 17	Using collaborative technologies (Level 3)	6 credits	M	T/502/4380
Unit 18	Database software (Level 1)	3 credits	M, CB	H/502/4553
Unit 19	Database software (Level 2)	4 credits	M, V	M/502/4555
Unit 20	Database software (Level 3)	6 credits	M	T/502/4556
Unit 21	Data management software (Level 1)	2 credits	M	F/502/4558
Unit 22	Data management software (Level 2)	3 credits	M	J/502/4559
Unit 23	Data management software (Level 3)	4 credits	M	A/502/4560
Unit 24	Drawing and planning software (Level 1)	2 credits	M	J/502/4609
Unit 25	Drawing and planning software (Level 2)	3 credits	M	A/502/4610
Unit 26	Drawing and planning software (Level 3)	4 credits	M	F/502/4611
Unit 27	Design software (Level 1)	3 credits	M	M/502/4572
Unit 28	Design software (Level 2)	4 credits	M	T/502/4573
Unit 29	Design software (Level 3)	5 credits	M	A/502/4574
Unit 30	Desktop publishing software (Level 1)	3 credits	M	Y/502/4565
Unit 31	Desktop publishing software (Level 2)	4 credits	M	D/502/4566
Unit 32	Desktop publishing software (Level 3)	5 credits	M	H/502/4567
Unit 33	Using email (Level 1)	2 credits	M	J/502/4299

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 34	Using email (Level 2)	3 credits	M, V	M/502/4300
Unit 35	Using email (Level 3)	3 credits	M	T/502/4301
Unit 36	Imaging software (Level 1)	3 credits	M	J/502/4612
Unit 37	Imaging software (Level 2)	4 credits	M	L/502/4613
Unit 38	Imaging software (Level 3)	5 credits	M	R/502/4614
Unit 39	Using the internet (Level 1)	3 credits	M	T/502/4296
Unit 40	Using the internet (Level 2)	4 credits	M	A/502/4297
Unit 41	Using the internet (Level 3)	5 credits	M	F/502/4298
Unit 42	IT security for users (Level 1)	1 credit	CB, V	R/502/4256
Unit 43	IT security for users (Level 2)	2 credits	M	Y/502/4257
Unit 44	IT security for users (Level 3)	3 credits	M	D/502/4258
Unit 45	Using mobile IT devices (Level 1)	2 credits	M	H/502/4374
Unit 46	Using mobile IT devices (Level 2)	2 credits	M	K/502/4375
Unit 47	Multimedia software (Level 1)	3 credits	M	Y/502/4615
Unit 48	Multimedia software (Level 2)	4 credits	M, V	D/502/4616
Unit 49	Multimedia software (Level 3)	6 credits	M	H/502/4617
Unit 50	Optimise IT system performance (Level 1)	2 credits	M, V	D/502/4244
Unit 51	Optimise IT system performance (Level 2)	4 credits	M	H/502/4245
Unit 52	Optimise IT system performance (Level 3)	5 credits	M	K/502/4246
Unit 53	Personal information management software (Level 1)	2 credits	M	Y/502/4369
Unit 54	Personal information management software (Level 2)	2 credits	M	L/502/4370
Unit 55	Project management software (Level 1)	3 credits	M	K/502/4618
Unit 56	Project management software (Level 2)	4 credits	M	M/502/4619
Unit 57	Project management software (Level 3)	5 credits	M	H/502/4620
Unit 58	Presentation software (Level 1)	3 credits	M	K/502/4621
Unit 59	Presentation software (Level 2)	4 credits	M, V	M/502/4622
Unit 60	Presentation software (Level 3)	6 credits	M	T/502/4623
Unit 61	IT software fundamentals (Level 1)	3 credits	M	L/502/4384
Unit 62	IT software fundamentals (Level 2)	3 credits	M	R/502/4385
Unit 63	Set up an IT system (Level 1)	3 credits	M, V	Y/502/4209
Unit 64	Set up an IT system (Level 2)	4 credits	M	L/502/4210
Unit 65	Set up an IT system (Level 3)	5 credits	M	R/502/4211
Unit 66	Specialist software (Level 1)	2 credits	M	L/502/4398
Unit 67	Specialist software (Level 2)	3 credits	M	R/502/4399
Unit 68	Specialist software (Level 3)	4 credits	M	A/502/4400
Unit 69	Spreadsheet software (Level 1)	3 credits	M, CB	A/502/4624
Unit 70	Spreadsheet software (Level 2)	4 credits	M, CB, V	F/502/4625
Unit 71	Spreadsheet software (Level 3)	6 credits	M	J/502/4626
Unit 72	IT user fundamentals (Level 1)	3 credits	M, V	J/502/4206
Unit 73	IT user fundamentals (Level 2)	3 credits	M	L/502/4207

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Entry code	Qualification title	Credit value	Assess ment	Qualification number
Unit 74	Video software (Level 1)	2 credits	M	K/502/4392
Unit 75	Video software (Level 2)	3 credits	M, V	M/502/4393
Unit 76	Video software (Level 3)	4 credits	M	T/502/4394
Unit 77	Word processing software (Level 1)	3 credits	M, CB	L/502/4627
Unit 78	Word processing software (Level 2)	4 credits	M, V	R/502/4628
Unit 79	Word processing software (Level 3)	6 credits	M	Y/502/4629
Unit 80	Website software (Level 1)	3 credits	M	L/502/4630
Unit 81	Website software (Level 2)	4 credits	M, V	R/502/4631
Unit 82	Website software (Level 3)	5 credits	M	Y/502/4632
Unit 83	Sector specific units contributing to Level 1	3 credits	Unit or units from other QCF qualifications servicing a specific sector requirement	
Unit 84	Sector specific units contributing to Level 2	4 credits		
Unit 85	Sector specific units contributing to Level 3	5 credits		
Unit 90	Producing charts using ICT (Entry Level)	3 credits	M	K/502/1198
Unit 91	Internet safety for IT Users (Level 1)	3 credits	M	H/502/9154
Unit 92	Using a computer keyboard (Level 1)	1 credit	M	J/502/9311
Please note: Units 93–96 are available for use towards 13996 and 13999 only.				
Unit 93	Understanding the potential of IT (Level 2)	8 credits	M	M/503/0498
Unit 94	Developing personal and team effectiveness using IT (Level 2)	4 credits	M	T/503/0499
Unit 95	Understanding the potential of IT (Level 3)	8 credits	M	D/503/0500
Unit 96	Developing personal and team effectiveness using IT (Level 3)	4 credits	M	H/503/0501

13.10 Languages

Languages (QCF)

Entry code	Qualification title	Credit value	Assess ment	Qualification number
All units used towards the Award/Certificate/Diploma in any given language must be taken in that language. Candidates cannot use more than one unit from any skill area towards a qualification.				
10233	**OCR Entry Level Award in Mandarin Chinese (Entry 3)**		**12 credits**	**600/1579/2**
Last date to make entries is 31 December 2014. Made up of: • At least 8 credits from Units 1–4 • At least 4 credits from Units 1–8.				
10234	**OCR Entry Level Award in Speaking Mandarin Chinese (Entry 3)**		**2 credits**	**600/1589/5**
Last date to make entries is 31 December 2014. Made up of: Unit 1.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10235	**OCR Entry Level Award in Understanding Spoken Mandarin Chinese (Entry 3)**		**2 credits**	**600/1596/2**
Last date to make entries is 31 December 2014. Made up of: Unit 2.				
10236	**OCR Entry Level Award in Reading Mandarin Chinese (Entry 3)**		**4 credits**	**600/1615/2**
Last date to make entries is 31 December 2014. Made up of: Unit 3.				
10237	**OCR Entry Level Award in Writing Mandarin Chinese (Entry 3)**		**4 credits**	**600/1597/4**
Last date to make entries is 31 December 2014. Made up of: Unit 4.				
10238	**OCR Level 1 NVQ Certificate in Mandarin Chinese**		**16 credits**	**600/1695/4**
Last date to make entries is 31 December 2014. Made up of: • At least 12 credits from Units 5–8 • At least 4 credits from Units 1–12.				
10239	**OCR Level 1 NVQ Award in Speaking Mandarin Chinese**		**3 credits**	**600/1584/6**
Last date to make entries is 31 December 2014. Made up of: Unit 5.				
10240	**OCR Level 1 NVQ Award in Understanding Spoken Mandarin Chinese**		**3 credits**	**600/1593/7**
Last date to make entries is 31 December 2014. Made up of: Unit 6.				
10241	**OCR Level 1 NVQ Award in Reading Mandarin Chinese**		**6 credits**	**600/1583/4**
Last date to make entries is 31 December 2014. Made up of: Unit 7.				
10242	**OCR Level 1 NVQ Award in Writing Mandarin Chinese**		**6 credits**	**600/1600/0**
Last date to make entries is 31 December 2014. Made up of: Unit 8.				
10244	**OCR Level 2 NVQ Award in Speaking Mandarin Chinese**		**5 credits**	**600/1587/1**
Last date to make entries is 31 December 2014. Made up of: Unit 9.				
10245	**OCR Level 2 NVQ Award in Understanding Spoken Mandarin Chinese**		**5 credits**	**600/1588/3**
Last date to make entries is 31 December 2014. Made up of: Unit 10.				
10246	**OCR Level 2 NVQ Award in Reading Mandarin Chinese**		**9 credits**	**600/1581/0**
Last date to make entries is 31 December 2014. Made up of: Unit 11.				
10247	**OCR Level 2 NVQ Award in Writing Mandarin Chinese**		**9 credits**	**600/1601/2**
Last date to make entries is 31 December 2014. Made up of: Unit 12.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10243	**OCR Level 2 NVQ Certificate in Mandarin Chinese**		**25 credits**	**600/1580/9**
Last date to make entries is 31 December 2014. Made up of: • At least 19 credits from Units 9–12 • At least 6 credits from Units 5–16.				
10249	**OCR Level 3 NVQ Award in Speaking Mandarin Chinese**		**8 credits**	**600/1586/X**
Last date to make entries is 31 December 2014. Made up of: Unit 13.				
10250	**OCR Level 3 NVQ Award in Understanding Spoken Mandarin Chinese**		**8 credits**	**600/1594/9**
Last date to make entries is 31 December 2014. Made up of: Unit 14.				
10251	**OCR Level 3 NVQ Certificate in Reading Mandarin Chinese**		**14 credits**	**600/1582/2**
Last date to make entries is 31 December 2014. Made up of: Unit 15.				
10252	**OCR Level 3 NVQ Certificate in Writing Mandarin Chinese**		**14 credits**	**600/1602/4**
Last date to make entries is 31 December 2014. Made up of: Unit 16.				
10248	**OCR Level 3 NVQ Diploma in Mandarin Chinese**		**39 credits**	**600/1568/8**
Last date to make entries is 31 December 2014. Made up of: • At least 30 credits from Units 13–16 • At least 9 credits from Units 9–20.				
10254	**OCR Level 4 NVQ Award in Speaking Mandarin Chinese**		**10 credits**	**600/1592/5**
Last date to make entries is 31 December 2014. Made up of: Unit 17.				
10255	**OCR Level 4 NVQ Award in Understanding Spoken Mandarin Chinese**		**10 credits**	**600/1595/0**
Last date to make entries is 31 December 2014. Made up of: Unit 18.				
10256	**OCR Level 4 NVQ Certificate in Reading Mandarin Chinese**		**16 credits**	**600/1585/8**
Last date to make entries is 31 December 2014. Made up of: Unit 19.				
10257	**OCR Level 4 NVQ Certificate in Writing Mandarin Chinese**		**16 credits**	**600/1591/3**
Last date to make entries is 31 December 2014. Made up of: Unit 20.				
10253	**OCR Level 4 NVQ Diploma in Mandarin Chinese**		**50 credits**	**600/1578/0**
Last date to make entries is 31 December 2014. Made up of: • At least 36 credits from Units 17–20 • At least 14 credits from Units 13–20.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 1	Speak Mandarin Chinese using basic language in limited familiar work situations (Entry Level)	2 credits	EV	T/503/0440
Unit 2	Understand basic spoken Mandarin Chinese in limited familiar work situations (Entry Level)	2 credits	EV	F/503/0439
Unit 3	Read basic Mandarin Chinese text in limited familiar work situations (Entry Level)	4 credits	EV	A/503/0441
Unit 4	Write basic Mandarin Chinese text in limited familiar work situations (Entry Level)	4 credits	EV	F/503/0442
Unit 5	Speak Mandarin Chinese using predictable language in familiar work situations (Level 1)	3 credits	EV	D/503/0447
Unit 6	Understand predictable spoken Mandarin Chinese in familiar work situations (Level 1)	3 credits	EV	Y/503/0446
Unit 7	Read predictable Mandarin Chinese text in familiar work situations (Level 1)	6 credits	EV	D/503/0450
Unit 8	Write Mandarin Chinese using predictable language in familiar work situations (Level 1)	6 credits	EV	M/503/0453
Unit 9	Speak Mandarin Chinese using routine language in familiar everyday work situations (Level 2)	5 credits	EV	A/503/0701
Unit 10	Understand routine spoken Mandarin Chinese in familiar everyday work situations (Level 2)	5 credits	EV	M/503/0470
Unit 11	Read routine Mandarin Chinese in familiar everyday work situations (Level 2)	9 credits	EV	F/503/0702
Unit 12	Write Mandarin Chinese using routine language in familiar everyday work situations (Level 2)	9 credits	EV	J/503/0703
Unit 13	Speak Mandarin Chinese using varied language in a range of work situations (Level 3)	8 credits	EV	R/503/0705
Unit 14	Understand varied spoken Mandarin Chinese in a range of work situations (Level 3)	8 credits	EV	L/503/0704
Unit 15	Read varied Mandarin Chinese in a range of work situations (Level 3)	14 credits	EV	Y/503/0706
Unit 16	Write Mandarin Chinese using varied language in a range of work situations (Level 3)	14 credits	EV	F/503/0716
Unit 17	Speak extended Mandarin Chinese in a wide range of work situations (Level 4)	10 credits	EV	A/503/0472
Unit 18	Understand extended spoken Mandarin Chinese in a wide range of work situations (Level 4)	10 credits	EV	T/503/0471
Unit 19	Read extended Mandarin Chinese text in a wide range of work situations (Level 4)	16 credits	EV	F/503/0473
Unit 20	Write extended Mandarin Chinese text in a wide range of work situations (Level 4)	16 credits	EV	J/503/0474

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Entry code	Qualification title	Credit value	Assessment	Qualification number
08762	**OCR Entry Level Award in English (Entry 3)**		**8 credits**	**501/0906/6**
Last date to make entries is 31 December 2014. Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
08763	**OCR Entry Level Award in Speaking English (Entry 3)**		**2 credits**	**501/0900/5**
Last date to make entries is 31 December 2014. Made up of: Unit 1.				
08764	**OCR Entry Level Award in Understanding Spoken English (Entry 3)**		**2 credits**	**501/0908/X**
Last date to make entries is 31 December 2014. Made up of: Unit 2.				
08765	**OCR Entry Level Award in Reading English (Entry 3)**		**2 credits**	**501/0978/9**
Last date to make entries is 31 December 2014. Made up of: Unit 3.				
08766	**OCR Entry Level Award in Writing English (Entry 3)**		**2 credits**	**501/0977/7**
Last date to make entries is 31 December 2014. Made up of: Unit 4.				
08791	**OCR Level 1 NVQ Award in English**		**11credits**	**501/0396/9**
Last date to make entries is 31 December 2014. Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				
08792	**OCR Level 1 NVQ Award in Speaking English**		**3 credits**	**501/0336/2**
Last date to make entries is 31 December 2014. Made up of: Unit 5.				
08793	**OCR Level 1 NVQ Award in Understanding Spoken English**		**3 credits**	**501/0329/5**
Last date to make entries is 31 December 2014. Made up of: Unit 6.				
08794	**OCR Level 1 NVQ Award in Reading English**		**3 credits**	**501/0393/3**
Last date to make entries is 31 December 2014. Made up of: Unit 7.				
08795	**OCR Level 1 NVQ Award in Writing English**		**3 credits**	**501/0332/5**
Last date to make entries is 31 December 2014. Made up of: Unit 8.				
09481	**OCR Level 2 NVQ Award in Speaking English**		**5 credits**	**501/0447/0**
Last date to make entries is 31 December 2014. Made up of: Unit 9.				
09482	**OCR Level 2 NVQ Award in Understanding Spoken English**		**5 credits**	**501/0446/9**
Last date to make entries is 31 December 2014. Made up of: Unit 10.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
09483	**OCR Level 2 NVQ Award in Reading English**		**5 credits**	**501/0449/4**
Last date to make entries is 31 December 2014. Made up of: Unit 11.				
09484	**OCR Level 2 NVQ Award in Writing English**		**5 credits**	**501/0450/0**
Last date to make entries is 31 December 2014. Made up of: Unit 12.				
09480	**OCR Level 2 NVQ Certificate in English**		**18 credits**	**501/0266/7**
Last date to make entries is 31 December 2014. Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
09486	**OCR Level 3 NVQ Award in Speaking English**		**8 credits**	**501/0010/5**
Last date to make entries is 31 December 2014. Made up of: Unit 13.				
09487	**OCR Level 3 NVQ Award in Understanding Spoken English**		**8 credits**	**501/0008/7**
Last date to make entries is 31 December 2014. Made up of: Unit 14.				
09488	**OCR Level 3 NVQ Award in Reading English**		**8 credits**	**501/0009/9**
Last date to make entries is 31 December 2014. Made up of: Unit 15.				
09489	**OCR Level 3 NVQ Award in Writing English**		**8 credits**	**501/0029/4**
Last date to make entries is 31 December 2014. Made up of: Unit 16.				
09485	**OCR Level 3 NVQ Certificate in English**		**29 credits**	**500/9973/5**
Last date to make entries is 31 December 2014. Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
09491	**OCR Level 4 NVQ Award in Speaking English**		**10 credits**	**501/0060/9**
Last date to make entries is 31 December 2014. Made up of: Unit 17.				
09492	**OCR Level 4 NVQ Award in Understanding Spoken English**		**10 credits**	**501/0056/7**
Last date to make entries is 31 December 2014. Made up of: Unit 18.				
09493	**OCR Level 4 NVQ Award in Reading English**		**10 credits**	**501/0039/7**
Last date to make entries is 31 December 2014. Made up of: Unit 19.				
09494	**OCR Level 4 NVQ Award in Writing English**		**10 credits**	**501/0061/0**
Last date to make entries is 31 December 2014. Made up of: Unit 20.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
09490	**OCR Level 4 NVQ Diploma in English**		**38 credits**	**501/0230/8**
Last date to make entries is 31 December 2014. Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak English using basic language in limited familiar work situations (Entry Level)	2 credits	EV	H/601/8245
Unit 2	Understand basic spoken English in limited familiar work situations (Entry Level)	2 credits	EV	D/601/8227
Unit 3	Read basic English text in limited familiar work situations (Entry Level)	2 credits	EV	T/601/8265
Unit 4	Write basic English text in limited familiar work situations (Entry Level)	2 credits	EV	D/601/8275
Unit 5	Speak English using predictable language in familiar work situations (Level 1)	3 credits	EV	J/601/8352
Unit 6	Understand predictable spoken English in familiar work situations (Level 1)	3 credits	EV	H/601/8343
Unit 7	Read predictable English text in familiar work situations (Level 1)	3 credits	EV	L/601/8370
Unit 8	Write English using predictable language in familiar work situations (Level 1)	3 credits	EV	T/601/8377
Unit 9	Speak English using routine language in familiar everyday work situations (Level 2)	5 credits	EV	D/601/8440
Unit 10	Understand routine spoken English in familiar everyday work situations (Level 2)	5 credits	EV	L/601/8434
Unit 11	Read routine English in familiar everyday work situations (Level 2)	5 credits	EV	L/601/8448
Unit 12	Write English using routine language in familiar everyday work situations (Level 2)	5 credits	EV	J/601/8481
Unit 13	Speak English using varied language in a range of work situations (Level 3)	8 credits	EV	H/601/8505
Unit 14	Understand varied spoken English in a range of work situations (Level 3)	8 credits	EV	K/601/8490
Unit 15	Read varied English in a range of work situations (Level 3)	8 credits	EV	D/601/8521
Unit 16	Write English using varied language in a range of work situations (Level 3)	8 credits	EV	H/601/8536
Unit 17	Speak extended English in a wide range of work situations (Level 4)	10 credits	EV	Y/601/8551
Unit 18	Understand extended spoken English in a wide range of work situations (Level 4)	10 credits	EV	A/601/8543
Unit 19	Read extended English in a wide range of work	10 credits	EV	J/601/8562

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	situations (Level 4)			
Unit 20	Write extended English in a wide range of work situations (Level 4)	10 credits	EV	M/601/8569
04740	**OCR Entry Level Award in French (Entry 3)**		**8 credits**	**501/0963/7**
Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
04741	**OCR Entry Level Award in Speaking French (Entry 3)**		**2 credits**	**501/0905/4**
Made up of: Unit 1.				
04742	**OCR Entry Level Award in Understanding Spoken French (Entry 3)**		**2 credits**	**501/0929/7**
Made up of: Unit 2.				
04743	**OCR Entry Level Award in Reading French (Entry 3)**		**2 credits**	**501/0917/0**
Made up of: Unit 3.				
04744	**OCR Entry Level Award in Writing French (Entry 3)**		**2 credits**	**501/0966/2**
Made up of: Unit 4.				
04745	**OCR Level 1 NVQ Award in French**		**11 credits**	**501/0154/7**
Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				
04746	**OCR Level 1 NVQ Award in Speaking French**		**3 credits**	**501/0330/1**
Made up of: Unit 5.				
04747	**OCR Level 1 NVQ Award in Understanding Spoken French**		**3 credits**	**501/0363/5**
Made up of: Unit 6.				
04748	**OCR Level 1 NVQ Award in Reading French**		**3 credits**	**501/0362/3**
Made up of: Unit 7.				
04749	**OCR Level 1 NVQ Award in Writing French**		**3 credits**	**501/0360/X**
Made up of: Unit 8.				
04776	**OCR Level 2 NVQ Award in Speaking French**		**5 credits**	**501/0353/2**
Made up of: Unit 9.				
04777	**OCR Level 2 NVQ Award in Understanding Spoken French**		**5 credits**	**501/0356/8**
Made up of: Unit 10.				
04778	**OCR Level 2 NVQ Award in Reading French**		**5 credits**	**501/0354/4**
Made up of: Unit 11.				
04779	**OCR Level 2 NVQ Award in Writing French**		**5 credits**	**501/0175/4**
Made up of: Unit 12.				

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04775	**OCR Level 2 NVQ Certificate in French**		**18 credits**	**501/0107/9**
Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
04781	**OCR Level 3 NVQ Award in Speaking French**		**8 credits**	**501/0204/7**
Made up of: Unit 13.				
04782	**OCR Level 3 NVQ Award in Understanding Spoken French**		**8 credits**	**501/0001/4**
Made up of: Unit 14.				
04783	**OCR Level 3 NVQ Award in Reading French**		**8 credits**	**501/0005/1**
Made up of: Unit 15.				
04784	**OCR Level 3 NVQ Award in Writing French**		**8 credits**	**501/0007/5**
Made up of: Unit 16.				
04780	**OCR Level 3 NVQ Certificate in French**		**29 credits**	**500/9970/X**
Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
04786	**OCR Level 4 NVQ Award in Speaking French**		**10 credits**	**501/0053/1**
Made up of: Unit 17.				
04787	**OCR Level 4 NVQ Award in Understanding Spoken French**		**10 credits**	**501/0066/X**
Made up of: Unit 18.				
04788	**OCR Level 4 NVQ Award in Reading French**		**10 credits**	**501/0057/9**
Made up of: Unit 19.				
04789	**OCR Level 4 NVQ Award in Writing French**		**10 credits**	**501/0062/2**
Made up of: Unit 20.				
04785	**OCR Level 4 NVQ Diploma in French**		**38 credits**	**501/0206/0**
Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak French using basic language in limited familiar work situations (Entry Level)	2 credits	EV	T/601/8279
Unit 2	Understand basic spoken French in limited familiar work situations (Entry Level)	2 credits	EV	Y/601/8212
Unit 3	Read basic French text in limited familiar work situations (Entry Level)	2 credits	EV	Y/601/8260
Unit 4	Write basic French text in limited familiar work situations (Entry Level)	2 credits	EV	F/601/8270
Unit 5	Speak French using predictable language in familiar work situations (Level 1)	3 credits	EV	M/601/8460
Unit 6	Understand predictable spoken French in familiar work situations (Level 1)	3 credits	EV	J/601/8383

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Unit 7	Read predictable French text in familiar work situations (Level 1)	3 credits	EV	A/601/8462
Unit 8	Write French using predictable language in familiar work situations (Level 1)	3 credits	EV	F/601/8463
Unit 9	Speak French using routine language in familiar everyday work situations (Level 2)	5 credits	EV	R/601/8466
Unit 10	Understand routine spoken French in familiar everyday work situations (Level 2)	5 credits	EV	J/601/8464
Unit 11	Read routine French in familiar everyday work situations (Level 2)	5 credits	EV	D/601/8468
Unit 12	Write French using routine language in familiar everyday work situations (Level 2)	5 credits	EV	M/601/8474
Unit 13	Speak French using varied language in a range of work situations (Level 3)	8 credits	EV	F/601/8477
Unit 14	Understand varied spoken French in a range of work situations (Level 3)	8 credits	EV	A/601/8476
Unit 15	Read varied French in a range of work situations (Level 3)	8 credits	EV	J/601/8478
Unit 16	Write French using varied language in a range of work situations (Level 3)	8 credits	EV	L/601/8479
Unit 17	Speak extended French in a wide range of work situations (Level 4)	10 credits	EV	R/601/8547
Unit 18	Understand extended spoken French in a wide range of work situations (Level 4)	10 credits	EV	T/601/8539
Unit 19	Read extended French in a wide range of work situations (Level 4)	10 credits	EV	F/601/8558
Unit 20	Write extended French in a wide range of work situations (Level 4)	10 credits	EV	Y/601/8565
04966	**OCR Entry Level Award in German (Entry 3)**		**8 credits**	**501/0916/9**
Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
04967	**OCR Entry Level Award in Speaking German (Entry 3)**		**2 credits**	**501/0913/3**
Made up of: Unit 1.				
04968	**OCR Entry Level Award in Understanding Spoken German (Entry 3)**		**2 credits**	**501/0912/1**
Made up of: Unit 2.				
04969	**OCR Entry Level Award in Reading German (Entry 3)**		**2 credits**	**501/0899/2**
Made up of: Unit 3.				
04970	**OCR Entry Level Award in Writing German (Entry 3)**		**2 credits**	**501/0919/4**
Made up of: Unit 4.				

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06143	**OCR Level 1 NVQ Award in German**		**11 credits**	**501/0155/9**
Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				
06144	**OCR Level 1 NVQ Award in Speaking German**		**3 credits**	**501/0279/5**
Made up of: Unit 5.				
06145	**OCR Level 1 NVQ Award in Understanding Spoken German**		**3 credits**	**501/0361/1**
Made up of: Unit 6.				
06146	**OCR Level 1 NVQ Award in Reading German**		**3 credits**	**501/0331/3**
Made up of: Unit 7.				
06147	**OCR Level 1 NVQ Award in Writing German**		**3 credits**	**501/0358/1**
Made up of: Unit 8.				
06149	**OCR Level 2 NVQ Award in Speaking German**		**5 credits**	**501/0348/9**
Made up of: Unit 9.				
06150	**OCR Level 2 NVQ Award in Understanding Spoken German**		**5 credits**	**501/0352/0**
Made up of: Unit 10.				
06151	**OCR Level 2 NVQ Award in Reading German**		**5 credits**	**501/0401/9**
Made up of: Unit 11.				
06152	**OCR Level 2 NVQ Award in Writing German**		**5 credits**	**501/0280/1**
Made up of: Unit 12.				
06148	**OCR Level 2 NVQ Certificate in German**		**18 credits**	**501/0078/6**
Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
06806	**OCR Level 3 NVQ Award in Speaking German**		**8 credits**	**500/9999/1**
Made up of: Unit 13.				
06807	**OCR Level 3 NVQ Award in Understanding Spoken German**		**8 credits**	**501/0011/7**
Made up of: Unit 14.				
06808	**OCR Level 3 NVQ Award in Reading German**		**8 credits**	**501/0014/2**
Made up of: Unit 15.				
06809	**OCR Level 3 NVQ Award in Writing German**		**8 credits**	**501/0025/7**
Made up of: Unit 16.				
06805	**OCR Level 3 NVQ Certificate in German**		**29 credits**	**500/9972/3**
Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
06836	**OCR Level 4 NVQ Award in Speaking German**		**10 credits**	**501/0054/3**
Made up of: Unit 17.				
06837	**OCR Level 4 NVQ Award in Understanding Spoken German**		**10 credits**	**501/0064/6**
Made up of: Unit 18.				

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06838	**OCR Level 4 NVQ Award in Reading German**		**10 credits**	**501/0070/1**
Made up of: Unit 19.				
06839	**OCR Level 4 NVQ Award in Writing German**		**10 credits**	**501/0063/4**
Made up of: Unit 20.				
06835	**OCR Level 4 NVQ Diploma in German**		**38 credits**	**501/0200/X**
Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak German using basic language in limited familiar work situations (Entry Level)	2 credits	EV	M/601/8281
Unit 2	Understand basic spoken German in limited familiar work situations (Entry Level)	2 credits	EV	A/601/8221
Unit 3	Read basic German text in limited familiar work situations (Entry Level)	2 credits	EV	H/601/8262
Unit 4	Write basic German text in limited familiar work situations (Entry Level)	2 credits	EV	L/601/8272
Unit 5	Speak German using predictable language in familiar work situations (Level 1)	3 credits	EV	D/601/8485
Unit 6	Understand predictable spoken German in familiar work situations (Level 1)	3 credits	EV	F/601/8480
Unit 7	Read predictable German text in familiar work situations (Level 1)	3 credits	EV	H/601/8486
Unit 8	Write German using predictable language in familiar work situations (Level 1)	3 credits	EV	K/601/8487
Unit 9	Speak German using routine language in familiar everyday work situations (Level 2)	5 credits	EV	A/601/8493
Unit 10	Understand routine spoken German in familiar everyday work situations (Level 2)	5 credits	EV	M/601/8491
Unit 11	Read routine German in familiar everyday work situations (Level 2)	5 credits	EV	F/601/8494
Unit 12	Write German using routine language in familiar everyday work situations (Level 2)	5 credits	EV	J/601/8495
Unit 13	Speak German using varied language in a range of work situations (Level 3)	8 credits	EV	L/601/8501
Unit 14	Understand varied spoken German in a range of work situations (Level 3)	8 credits	EV	Y/601/8498
Unit 15	Read varied German in a range of work situations (Level 3)	8 credits	EV	K/601/8501
Unit 16	Write German using varied language in a range of work situations (Level 3)	8 credits	EV	T/601/8508
Unit 17	Speak extended German in a wide range of work situations (Level 4)	10 credits	EV	Y/601/8548

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Unit 18	Understand extended spoken German in a wide range of work situations (Level 4)	10 credits	EV	K/601/8540
Unit 19	Read extended German in a wide range of work situations (Level 4)	10 credits	EV	J/601/8559
Unit 20	Write extended German in a wide range of work situations (Level 4)	10 credits	EV	D/601/8566
07713	**OCR Entry Level Award in Italian (Entry 3)**		**8 credits**	**501/0918/2**
Last date to make entries is 31 December 2014. Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
07714	**OCR Entry Level Award in Speaking Italian (Entry 3)**		**2 credits**	**501/0898/0**
Last date to make entries is 31 December 2014. Made up of: Unit 1.				
07715	**OCR Entry Level Award in Understanding Spoken Italian (Entry 3)**		**2 credits**	**501/0914/5**
Last date to make entries is 31 December 2014. Made up of: Unit 2.				
07716	**OCR Entry Level Award in Reading Italian (Entry 3)**		**2 credits**	**501/0968/6**
Last date to make entries is 31 December 2014. Made up of: Unit 3.				
07717	**OCR Entry Level Award in Writing Italian (Entry 3)**		**2 credits**	**501/0964/9**
Last date to make entries is 31 December 2014. Made up of: Unit 4.				
07718	**OCR Level 1 NVQ Award in Italian**		**11 credits**	**501/0153/5**
Last date to make entries is 31 December 2014. Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				
07719	**OCR Level 1 NVQ Award in Speaking Italian**		**3 credits**	**501/0334/9**
Last date to make entries is 31 December 2014. Made up of: Unit 5.				
07720	**OCR Level 1 NVQ Award in Understanding Spoken Italian**		**3 credits**	**501/0337/4**
Last date to make entries is 31 December 2014. Made up of: Unit 6.				
07721	**OCR Level 1 NVQ Award in Reading Italian**		**3 credits**	**501/0366/0**
Last date to make entries is 31 December 2014. Made up of: Unit 7.				
07722	**OCR Level 1 NVQ Award in Writing Italian**		**3 credits**	**501/0364/7**
Last date to make entries is 31 December 2014. Made up of: Unit 8.				

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07724	**OCR Level 2 NVQ Award in Speaking Italian**		**5 credits**	**501/0349/0**
Last date to make entries is 31 December 2014. Made up of: Unit 9.				
07725	**OCR Level 2 NVQ Award in Understanding Spoken Italian**		**5 credits**	**501/0357/X**
Last date to make entries is 31 December 2014. Made up of: Unit 10.				
07726	**OCR Level 2 NVQ Award in Reading Italian**		**5 credits**	**501/0355/6**
Last date to make entries is 31 December 2014. Made up of: Unit 11.				
07727	**OCR Level 2 NVQ Award in Writing Italian**		**5 credits**	**501/0176/6**
Last date to make entries is 31 December 2014. Made up of: Unit 12.				
07723	**OCR Level 2 NVQ Certificate in Italian**		**18 credits**	**501/0108/0**
Last date to make entries is 31 December 2014. Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
07736	**OCR Level 3 NVQ Award in Speaking Italian**		**8 credits**	**501/0000/2**
Last date to make entries is 31 December 2014. Made up of: Unit 13.				
07737	**OCR Level 3 NVQ Award in Understanding Spoken Italian**		**8 credits**	**501/0013/0**
Last date to make entries is 31 December 2014. Made up of: Unit 14.				
07738	**OCR Level 3 NVQ Award in Reading Italian**		**8 credits**	**501/0027/0**
Last date to make entries is 31 December 2014. Made up of: Unit 15.				
07739	**OCR Level 3 NVQ Award in Writing Italian**		**8 credits**	**501/0026/9**
Last date to make entries is 31 December 2014. Made up of: Unit 16.				
07735	**OCR Level 3 NVQ Certificate in Italian**		**29 credits**	**501/0077/4**
Last date to make entries is 31 December 2014. Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
08365	**OCR Level 4 NVQ Award in Speaking Italian**		**10 credits**	**501/0065/8**
Last date to make entries is 31 December 2014. Made up of: Unit 17.				
08366	**OCR Level 4 NVQ Award in Understanding Spoken Italian**		**10 credits**	**501/0067/1**
Last date to make entries is 31 December 2014. Made up of: Unit 18.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
08367	**OCR Level 4 NVQ Award in Reading Italian**		**10 credits**	**501/0068/3**
Last date to make entries is 31 December 2014. Made up of: Unit 19.				
08368	**OCR Level 4 NVQ Award in Writing Italian**		**10 credits**	**501/0103/1**
Last date to make entries is 31 December 2014. Made up of: Unit 20.				
08364	**OCR Level 4 NVQ Diploma in Italian**		**38 credits**	**501/0203/5**
Last date to make entries is 31 December 2014. Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak Italian using basic language in limited familiar work situations (Entry Level)	2 credits	EV	Y/601/8243
Unit 2	Understand basic spoken Italian in limited familiar work situations (Entry Level)	2 credits	EV	F/601/8222
Unit 3	Read basic Italian text in limited familiar work situations (Entry Level)	2 credits	EV	D/601/8258
Unit 4	Write basic Italian text in limited familiar work situations (Entry Level)	2 credits	EV	L/601/8269
Unit 5	Speak Italian using predictable language in familiar work situations (Level 1)	3 credits	EV	F/601/8351
Unit 6	Understand predictable spoken Italian in familiar work situations (Level 1)	3 credits	EV	T/601/8332
Unit 7	Read predictable Italian text in familiar work situations (Level 1)	3 credits	EV	J/601/8366
Unit 8	Write Italian using predictable language in familiar work situations (Level 1)	3 credits	EV	M/601/8376
Unit 9	Speak Italian using routine language in familiar everyday work situations (Level 2)	5 credits	EV	K/601/8439
Unit 10	Understand routine spoken Italian in familiar everyday work situations (Level 2)	5 credits	EV	F/601/8432
Unit 11	Read routine Italian in familiar everyday work situations (Level 2)	5 credits	EV	F/601/8446
Unit 12	Write Italian using routine language in familiar everyday work situations (Level 2)	5 credits	EV	H/601/8455
Unit 13	Speak Italian using varied language in a range of work situations (Level 3)	8 credits	EV	D/601/8504
Unit 14	Understand varied spoken Italian in a range of work situations (Level 3)	8 credits	EV	T/601/8489
Unit 15	Read varied Italian in a range of work situations (Level 3)	8 credits	EV	Y/601/8520

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 16	Write Italian using varied language in a range of work situations (Level 3)	8 credits	EV	D/601/8535
Unit 17	Speak extended Italian in a wide range of work situations (Level 4)	10 credits	EV	D/601/8549
Unit 18	Understand extended spoken Italian in a wide range of work situations (Level 4)	10 credits	EV	M/601/8541
Unit 19	Read extended Italian in a wide range of work situations (Level 4)	10 credits	EV	A/601/8560
Unit 20	Write extended Italian in a wide range of work situations (Level 4)	10 credits	EV	H/601/8567
10155	**OCR Entry Level Award in Japanese (Entry 3)**		**12 credits**	**501/0965/0**
Last date to make entries is 31 December 2014. Made up of: Units 1–4.				
10156	**OCR Entry Level Award in Speaking Japanese (Entry 3)**		**2 credits**	**501/0933/9**
Last date to make entries is 31 December 2014. Made up of: Unit 1.				
10157	**OCR Entry Level Award in Understanding Spoken Japanese (Entry 3)**		**2 credits**	**501/0903/0**
Last date to make entries is 31 December 2014. Made up of: Unit 2.				
10158	**OCR Entry Level Award in Reading Japanese (Entry 3)**		**4 credits**	**501/0910/8**
Last date to make entries is 31 December 2014. Made up of: Unit 3.				
10159	**OCR Entry Level Award in Writing Japanese (Entry 3)**		**4 credits**	**501/0970/4**
Last date to make entries is 31 December 2014. Made up of: Unit 4.				
Unit 1	Speak Japanese using basic language in limited familiar work situations (Entry Level)	2 credits	EV	F/602/1265
Unit 2	Understand basic spoken Japanese in limited familiar work situations (Entry Level)	2 credits	EV	R/602/1271
Unit 3	Read basic Japanese text in limited familiar work situations (Entry Level)	4 credits	EV	H/602/1274
Unit 4	Write basic Japanese text in limited familiar work situations (Entry Level)	4 credits	EV	A/602/1278
10150	**OCR Entry Level Award in Russian (Entry 3)**		**10 credits**	**501/0969/8**
Last date to make entries is 31 December 2014. Made up of: Units 1–4.				

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10151	**OCR Entry Level Award in Speaking Russian (Entry 3)**		**2 credits**	**501/0922/4**
Last date to make entries is 31 December 2014. Made up of: Unit 1.				
10152	**OCR Entry Level Award in Understanding Spoken Russian (Entry 3)**		**2 credits**	**501/0921/2**
Last date to make entries is 31 December 2014. Made up of: Unit 2.				
10153	**OCR Entry Level Award in Reading Russian (Entry 3)**		**3 credits**	**501/0923/6**
Last date to make entries is 31 December 2014. Made up of: Unit 3.				
10154	**OCR Entry Level Award in Writing Russian (Entry 3)**		**3 credits**	**501/0904/2**
Last date to make entries is 31 December 2014. Made up of: Unit 4.				
Unit 1	Speak Russian using basic language in limited familiar work situations (Entry Level)	2 credits	EV	L/602/1267
Unit 2	Understand basic spoken Russian in limited familiar work situations (Entry Level)	2 credits	EV	Y/602/1272
Unit 3	Read basic Russian text in limited familiar work situations (Entry Level)	3 credits	EV	M/602/1276
Unit 4	Write basic Russian text in limited familiar work situations (Entry Level)	3 credits	EV	F/602/1279
08369	**OCR Entry Level Award in Spanish (Entry 3)**		**8 credits**	**501/0902/9**
Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
08370	**OCR Entry Level Award in Speaking Spanish (Entry 3)**		**2 credits**	**501/0909/1**
Made up of: Unit 1.				
08371	**OCR Entry Level Award in Understanding Spoken Spanish (Entry 3)**		**2 credits**	**501/0907/8**
Made up of: Unit 2.				
08372	**OCR Entry Level Award in Reading Spanish (Entry 3)**		**2 credits**	**501/0967/4**
Made up of: Unit 3.				
08373	**OCR Entry Level Award in Writing Spanish (Entry 3)**		**2 credits**	**501/0920/0**
Made up of: Unit 4.				
08385	**OCR Level 1 NVQ Award in Spanish**		**11 credits**	**501/0156/0**
Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				

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08386	**OCR Level 1 NVQ Award in Speaking Spanish**		**3 credits**	**501/0335/0**
Made up of: Unit 5.				
08387	**OCR Level 1 NVQ Award in Understanding Spoken Spanish**		**3 credits**	**501/0328/3**
Made up of: Unit 6.				
08388	**OCR Level 1 NVQ Award in Reading Spanish**		**3 credits**	**501/0359/3**
Made up of: Unit 7.				
08389	**OCR Level 1 NVQ Award in Writing Spanish**		**3 credits**	**501/0365/9**
Made up of: Unit 8.				
08621	**OCR Level 2 NVQ Award in Speaking Spanish**		**5 credits**	**501/0350/7**
Made up of: Unit 9.				
08622	**OCR Level 2 NVQ Award in Understanding Spoken Spanish**		**5 credits**	**501/0351/9**
Made up of: Unit 10.				
08623	**OCR Level 2 NVQ Award in Reading Spanish**		**5 credits**	**501/0402/0**
Made up of: Unit 11.				
08624	**OCR Level 2 NVQ Award in Writing Spanish**		**5 credits**	**501/0641/7**
Made up of: Unit 12.				
08620	**OCR Level 2 NVQ Certificate in Spanish**		**18 credits**	**501/0109/2**
Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
08743	**OCR Level 3 NVQ Award in Speaking Spanish**		**8 credits**	**500/9998/X**
Made up of: Unit 13.				
08744	**OCR Level 3 NVQ Award in Understanding Spoken Spanish**		**8 credits**	**501/0012/9**
Made up of: Unit 14.				
08745	**OCR Level 3 NVQ Award in Reading Spanish**		**8 credits**	**501/0006/3**
Made up of: Unit 15.				
08746	**OCR Level 3 NVQ Award in Writing Spanish**		**8 credits**	**501/0028/2**
Made up of: Unit 16.				
08742	**OCR Level 3 NVQ Certificate in Spanish**		**29 credits**	**501/0079/8**
Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
08758	**OCR Level 4 NVQ Award in Speaking Spanish**		**10 credits**	**501/0069/5**
Made up of: Unit 17.				
08759	**OCR Level 4 NVQ Award in Understanding Spoken Spanish**		**10 credits**	**501/0059/2**
Made up of: Unit 18.				
08760	**OCR Level 4 NVQ Award in Reading Spanish**		**10 credits**	**501/0055/5**
Made up of: Unit 19.				

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08761	**OCR Level 4 NVQ Award in Writing Spanish**		**10 credits**	**501/0058/0**
Made up of: Unit 20.				
08757	**OCR Level 4 NVQ Diploma in Spanish**		**38 credits**	**501/0205/9**
Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak Spanish using basic language in limited familiar work situations (Entry Level)	2 credits	EV	A/601/8283
Unit 2	Understand basic spoken Spanish in limited familiar work situations (Entry Level)	2 credits	EV	L/601/8224
Unit 3	Read basic Spanish text in limited familiar work situations (Entry Level)	2 credits	EV	K/601/8263
Unit 4	Write basic Spanish text in limited familiar work situations (Entry Level)	2 credits	EV	R/601/8273
Unit 5	Speak Spanish using predictable language in familiar work situations (Level 1)	3 credits	EV	M/601/8510
Unit 6	Understand predictable spoken Spanish in familiar work situations (Level 1)	3 credits	EV	A/601/8509
Unit 7	Read predictable Spanish text in familiar work situations (Level 1)	3 credits	EV	T/601/8511
Unit 8	Write Spanish using predictable language in familiar work situations (Level 1)	3 credits	EV	A/601/8512
Unit 9	Speak Spanish using routine language in familiar everyday work situations (Level 2)	5 credits	EV	R/601/8516
Unit 10	Understand routine spoken Spanish in familiar everyday work situations (Level 2)	5 credits	EV	L/601/8515
Unit 11	Read routine Spanish in familiar everyday work situations (Level 2)	5 credits	EV	D/601/8518
Unit 12	Write Spanish using routine language in familiar everyday work situations (Level 2)	5 credits	EV	H/601/8519
Unit 13	Speak Spanish using varied language in a range of work situations (Level 3)	8 credits	EV	M/601/8524
Unit 14	Understand varied spoken Spanish in a range of work situations (Level 3)	8 credits	EV	H/601/8522
Unit 15	Read varied Spanish in a range of work situations (Level 3)	8 credits	EV	A/601/8526
Unit 16	Write Spanish using varied language in a range of work situations (Level 3)	8 credits	EV	F/601/8527
Unit 17	Speak extended Spanish in a wide range of work situations (Level 4)	10 credits	EV	R/601/8550
Unit 18	Understand extended spoken Spanish in a wide range of work situations (Level 4)	10 credits	EV	T/601/8542

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 19	Read extended Spanish in a wide range of work situations (Level 4)	10 credits	EV	F/601/8561
Unit 20	Write extended Spanish in a wide range of work situations (Level 4)	10 credits	EV	K/601/8568
10100	**OCR Entry Level Award in Welsh (Entry 3)**		**8 credits**	**501/1917/5**
Made up of: • 6 credits from Units 1–4 • A further 2 credits from Units 1–8.				
10101	**OCR Entry Level Award in Speaking Welsh (Entry 3)**		**2 credits**	**501/1878/X**
Made up of: Unit 1.				
10102	**OCR Entry Level Award in Understanding Spoken Welsh (Entry 3)**		**2 credits**	**501/1879/1**
Made up of: Unit 2.				
10103	**OCR Entry Level Award in Reading Welsh (Entry 3)**		**2 credits**	**501/1880/8**
Made up of: Unit 3.				
10104	**OCR Entry Level Award in Writing Welsh (Entry 3)**		**2 credits**	**501/1877/8**
Made up of: Unit 4.				
10105	**OCR Level 1 NVQ Award in Welsh**		**11 credits**	**501/2198/4**
Made up of: • 9 credits from Units 5–8 • A further 2 credits from Units 1–12.				
10106	**OCR Level 1 NVQ Award in Speaking Welsh**		**3 credits**	**501/1918/7**
Made up of: Unit 5.				
10107	**OCR Level 1 NVQ Award in Understanding Spoken Welsh**		**3 credits**	**501/1919/9**
Made up of: Unit 6.				
10108	**OCR Level 1 NVQ Award in Reading Welsh**		**3 credits**	**501/1921/7**
Made up of: Unit 7.				
10109	**OCR Level 1 NVQ Award in Writing Welsh**		**3 credits**	**501/1920/5**
Made up of: Unit 8.				
10111	**OCR Level 2 NVQ Award in Speaking Welsh**		**5 credits**	**501/1913/8**
Made up of: Unit 9.				
10112	**OCR Level 2 NVQ Award in Understanding Spoken Welsh**		**5 credits**	**501/1915/1**
Made up of: Unit 10.				
10113	**OCR Level 2 NVQ Award in Reading Welsh**		**5 credits**	**501/1916/3**
Made up of: Unit 11.				
10114	**OCR Level 2 NVQ Award in Writing Welsh**		**5 credits**	**501/2058/X**
Made up of: Unit 12.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10110	**OCR Level 2 NVQ Certificate in Welsh**		**18 credits**	**501/2199/6**
Made up of: • 15 credits from Units 9–12 • A further 3 credits from Units 5–16.				
10116	**OCR Level 3 NVQ Award in Speaking Welsh**		**8 credits**	**501/1922/9**
Made up of: Unit 13.				
10117	**OCR Level 3 NVQ Award in Understanding Spoken Welsh**		**8 credits**	**501/2347/6**
Made up of: Unit 14.				
10118	**OCR Level 3 NVQ Award in Reading Welsh**		**8 credits**	**501/1924/2**
Made up of: Unit 15.				
10119	**OCR Level 3 NVQ Award in Writing Welsh**		**8 credits**	**501/1923/0**
Made up of: Unit 16.				
10115	**OCR Level 3 NVQ Certificate in Welsh**		**29 credits**	**501/2053/0**
Made up of: • 24 credits from Units 13–16 • A further 5 credits from Units 9–20.				
10121	**OCR Level 4 NVQ Award in Speaking Welsh**		**10 credits**	**501/1914/X**
Made up of: Unit 17.				
10122	**OCR Level 4 NVQ Award in Understanding Spoken Welsh**		**10 credits**	**501/1912/6**
Made up of: Unit 18.				
10123	**OCR Level 4 NVQ Award in Reading Welsh**		**10 credits**	**501/1910/2**
Made up of: Unit 19.				
10124	**OCR Level 4 NVQ Award in Writing Welsh**		**10 credits**	**501/1911/4**
Made up of: Unit 20.				
10120	**OCR Level 4 NVQ Diploma in Welsh**		**38 credits**	**501/2052/9**
Made up of: • 30 credits from Units 17–20 • A further 8 credits from Units 13–20.				
Unit 1	Speak Welsh using basic language in limited familiar work situations (Entry Level)	2 credits	EV	K/601/8246
Unit 2	Understand basic spoken Welsh in limited familiar work situations (Entry Level)	2 credits	EV	L/601/8238
Unit 3	Read basic Welsh text in limited familiar work situations (Entry Level)	2 credits	EV	F/601/8267
Unit 4	Write basic Welsh text in limited familiar work situations (Entry Level)	2 credits	EV	H/601/8276
Unit 5	Speak Welsh using predictable language in familiar work situations (Level 1)	3 credits	EV	L/601/8353
Unit 6	Understand predictable spoken Welsh in familiar work situations (Level 1)	3 credits	EV	M/601/8345

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 7	Read predictable Welsh text in familiar work situation (Level 1)	3 credits	EV	Y/601/8372
Unit 8	Write Welsh using predictable language in familiar work situations (Level 1)	3 credits	EV	A/601/8378
Unit 9	Speak Welsh using routine language in familiar everyday work situations (Level 2)	5 credits	EV	K/601/8442
Unit 10	Understand routine spoken Welsh in familiar everyday work situations (Level 2)	5 credits	EV	R/601/8435
Unit 11	Read routine Welsh in familiar everyday work situations (Level 2)	5 credits	EV	R/601/8449
Unit 12	Write Welsh using routine language in familiar everyday work situations (Level 2)	5 credits	EV	L/601/8482
Unit 13	Speak Welsh using varied language in a range of work situations (Level 3)	8 credits	EV	M/601/8507
Unit 14	Understand varied spoken Welsh in a range of work situations (Level 3)	8 credits	EV	L/601/8496
Unit 15	Read varied Welsh in a range of work situations (Level 3)	8 credits	EV	D/602/5730
Unit 16	Write Welsh using varied language in a range of work situations (Level 3)	8 credits	EV	K/601/8537
Unit 17	Speak extended Welsh in a wide range of work situations (Level 4)	10 credits	EV	D/601/8552
Unit 18	Understand extended spoken Welsh in a wide range of work situations (Level 4)	10 credits	EV	F/601/8544
Unit 19	Read extended Welsh in a wide range of work situations (Level 4)	10 credits	EV	L/601/8563
Unit 20	Write extended Welsh in a wide range of work situations (Level 4)	10 credits	EV	H/601/8570

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13.11 Learning and Development

Assessor and Quality Assurance (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
08353	**OCR Level 3 Award in Assessing Competence in the Work Environment**		**9 credits**	**500/9944/9**
Made up of: Units 1–2.				
08354	**OCR Level 3 Award in Assessing Vocationally Related Achievement**		**9 credits**	**500/9942/5**
Made up of: Units 1 and 3.				
08355	**OCR Level 3 Certificate in Assessing Vocational Achievement**		**15 credits**	**500/9941/3**
Made up of: Units 1–3.				
Unit 1	Understanding the principles and practices of assessment	3 credits	EV	D/601/5313
Unit 2	Assess occupational competence in the work environment	6 credits	EV	H/601/5314
Unit 3	Assess vocational skills, knowledge and understanding	6 credits	EV	F/601/5319
08357	**OCR Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice**		**12 credits**	**500/9943/7**
Made up of: Units 1–2.				
08361	**OCR Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice**		**17 credits**	**501/0454/8**
Made up of: Units 1–3.				
Unit 1	Understanding the principles and practices of internally assuring the quality of assessment	6 credits	EV	T/601/5320
Unit 2	Internally assure the quality of assessment	6 credits	EV	A/601/5321
Unit 3	Plan, allocate and monitor work in own area of responsibility	5 credits	EV	H/600/9674
08359	**OCR Level 4 Award in the External Quality Assurance of Assessment Processes and Practice**		**12 credits**	**500/9945/0**
Made up of: Units 1–2.				
08360	**OCR Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice**		**17 credits**	**501/0455/X**
Made up of: Units 1–3.				
Unit 1	Understanding the principles and practices of externally assuring the quality of assessment	6 credits	EV	F/601/5322
Unit 2	Externally assure the quality of assessment	6 credits	EV	J/601/5323
Unit 3	Plan, allocate and monitor work in own area of responsibility	5 credits	EV	H/600/9674

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10229	**OCR Level 3 Award in Facilitating Learning and Development**		**12 credits**	**600/2663/7**
Made up of: • Unit 1 • An additional 6 credits from either Unit 9 or 10 (6 credits).				
10230	**OCR Level 3 Certificate in Learning and Development**		**30 credits**	**600/2664/9**
Made up of: • Units 1 and 2 (12 credits) • An additional 6 credits from either Unit 9 or 10 • The remaining 12 credits from Units 5–21 (excluding Units 6, 11 and 17–18).				
10231	**OCR Level 4 Award in Learning and Development**		**12 credits**	**600/2665/0**
Made up of: • Unit 3 (6 credits) • An additional 6 credits from Units 4, 6, 13, 24, 27 or 31.				
10232	**OCR Level 4 Diploma in Learning and Development**		**45 credits**	**600/2545/1**
Made up of: • Units 2 and 3 (12 credits) • An additional 33 credits from Units 4–31 (excluding Unit 21), of which at least 18 must come from Units 25–31 to achieve the endorsement (Management) • 23 credits or more must be achieved at Level 4 • If selected, Units 15 and 16 must be taken in combination with Unit 14. However, Unit 14 can be taken without being linked to any other units.				
Unit 1	Understand the principles and practices of learning and development (Level 3)	6 credits	EV	Y/502/9541
Unit 2	Reflect on and improve own practice in learning and development (Level 4)	6 credits	EV	J/502/9552
Unit 3	Principles, theories and practices of learning and development (Level 4)	6 credits	EV	D/502/9542
Unit 4	Identify the learning needs of organisations (Level 4)	6 credits	EV	H/502/9543
Unit 5	Identify individual learning and development needs (Level 3)	3 credits	EV	K/502/9544
Unit 6	Develop learning and development programmes (Level 4)	6 credits	EV	M/502/9545
Unit 7	Plan and prepare specific learning and development opportunities (Level 3)	6 credits	EV	T/502/9546
Unit 8	Develop and prepare resources for learning and development (Level 4)	6 credits	EV	A/502/9547
Unit 9	Facilitate learning and development in groups (Level 3)	6 credits	EV	F/502/9548
Unit 10	Facilitate learning and development for individuals (Level 3)	6 credits	EV	J/502/9549
Unit 11	Manage learning and development in groups (Level 4)	6 credits	EV	A/502/9550

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 12	Engage learners in the learning and development process (Level 3)	6 credits	EV	F/502/9551
Unit 13	Evaluate and improve learning and development provision (Level 4)	6 credits	EV	L/502/9553
Unit 14	Understanding the principles and practices of assessment (Level 3)	3 credits	EV	D/601/5313
Unit 15	Assess occupational competence in the work environment (Level 3)	6 credits	EV	H/601/5314
Unit 16	Assess vocational skills, knowledge and understanding (Level 3)	6 credits	EV	F/601/5319
Unit 17	Understanding the principles and practice of internally assuring the quality of assessment (Level 4)	6 credits	EV	T/601/5320
Unit 18	Internally assure the quality of assessment (Level 4)	6 credits	EV	A/601/5321
Unit 19	Provide information and advice to learners and employers (Level 3)	3 credits	EV	R/502/9554
Unit 20	Engage with employers to develop and support learning provision (Level 3)	6 credits	EV	Y/502/9555
Unit 21	Understanding the employing organisation (Level 3)	3 credits	EV	R/600/1764
Unit 22	Engage with employers to facilitate workforce development (Level 4)	6 credits	EV	D/502/9556
Unit 23	Develop and evaluate operational plans for own area of responsibility (Level 5)	6 credits	EV	Y/600/9588
Unit 24	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 25	Manage or support equality of opportunity, diversity and inclusion in own area of work (Level 3)	4 credits	EV	M/600/9628
Unit 26	Work productively with colleagues and stakeholders (Level 5)	6 credits	EV	M/600/9662
Unit 27	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 28	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 29	Developing collaborative relationships with other organisations (Level 5)	7 credits	EV	T/600/9694
Unit 30	Manage a budget for own area or activity of work (Level 5)	7 credits	EV	A/600/9695
Unit 31	Manage the achievement of customer satisfaction (Level 4)	5 credits	EV	A/600/9793

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13.12 Life and Living Skills

Life and Living Skills (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10160	**OCR Entry Level Introductory Award in Life and Living Skills (Entry 1)**		**2 credits**	**501/0958/3**
Made up of: 2 credits from Entry Level 1 units.				
10161	**OCR Entry Level Award in Life and Living Skills (Entry 1)**		**6 credits**	**501/0974/1**
Made up of: 6 credits, of which 4 must be from Entry Level 1 units.				
10162	**OCR Entry Level Extended Award in Life and Living Skills (Entry 1)**		**9 credits**	**501/1093/7**
Made up of: 9 credits, of which 5 must be from Entry Level 1 units.				
10163	**OCR Entry Level Certificate in Life and Living Skills (Entry 1)**		**13 credits**	**501/0976/5**
Made up of: 13 credits, of which 7 must be from Entry Level 1 units.				
10181	**OCR Entry Level Extended Certificate in Life and Living Skills (Entry 1)**		**25 credits**	**501/1700/2**
Made up of: 25 credits, of which 13 must be from Entry Level 1 units.				
10164	**OCR Entry Level Diploma in Life and Living Skills (Entry 1)**		**37 credits**	**501/1202/8**
Made up of: 37 credits, of which 19 must be from Entry Level 1 units.				
10165	**OCR Entry Level Introductory Award in Life and Living Skills (Entry 2)**		**2 credits**	**501/1031/7**
Made up of: 2 credits from Entry Level 2 units.				
10166	**OCR Entry Level Award in Life and Living Skills (Entry 2)**		**6 credits**	**501/1030/5**
Made up of: 6 credits, of which 4 must be from Entry Level 2 units.				
10167	**OCR Entry Level Certificate in Life and Living Skills (Entry 2)**		**13 credits**	**501/1145/0**
Made up of: 13 credits, of which 7 must be from Entry Level 2 units.				
10182	**OCR Entry Level Extended Certificate in Life and Living Skills (Entry 2)**		**25 credits**	**501/1702/6**
Made up of: 25 credits, of which 13 must be from Entry Level 2 units.				
10168	**OCR Entry Level Diploma in Life and Living Skills (Entry 2)**		**37 credits**	**501/1203/X**
Made up of: 37 credits, of which 19 must be from Entry Level 2 units.				
10169	**OCR Entry Level Introductory Award in Life and Living Skills (Entry 3)**		**2 credits**	**501/1032/9**
Made up of: 2 credits from Entry Level 3 units.				
10170	**OCR Entry Level Award in Life and Living Skills (Entry 3)**		**6 credits**	**501/1143/7**
Made up of: 6 credits, of which 4 must be from Entry Level 3 units.				
10171	**OCR Entry Level Certificate in Life and Living Skills (Entry 3)**		**13 credits**	**501/1033/0**
Made up of: 13 credits, of which 7 must be from Entry Level 3 units.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10183	**OCR Entry Level Extended Certificate in Life and Living Skills (Entry 3)**		**25 credits**	**501/1492/X**
Made up of: 25 credits, of which 13 must be from Entry Level 3 units.				
10172	**OCR Entry Level Diploma in Life and Living Skills (Entry 3)**		**37 credits**	**501/1204/1**
Made up of: 37 credits, of which 19 must be from Entry Level 3 units.				
Group A: Arts and Crafts				
Unit A1	Engaging in a creative group project (Entry 1)	3 credits	M	H/601/9797
Unit A2	Engaging in new creative activities (Entry 1)	3 credits	M	M/601/9799
Unit A3	Displaying creative work (Entry 1)	3 credits	M	D/601/9796
Unit A4	Selecting and planning an art or craft product (Entry 2)	2 credits	M	T/601/9836
Unit A5	Creating an art or craft product (Entry 2)	2 credits	M	D/601/9832
Unit A6	Displaying an art or craft product (Entry 2)	2 credits	M	K/601/9834
Unit A7	Designing an art or craft product (Entry 3)	2 credits	M	K/601/9882
Unit A8	Making an art or craft product (Entry 3)	2 credits	M	A/601/9885
Unit A9	Exhibiting an art or craft product (Entry 3)	2 credits	M	T/601/9884
Group B: Communication				
Unit B1	Making requests and asking questions in familiar situations (Entry 1)	2 credits	M	A/602/0003
Unit B2	Providing personal information (Entry 1)	2 credits	M	F/602/0004
Unit B3	Engaging in early reading activities (Entry 1)	3 credits	M	J/601/9999
Unit B4	Interacting in a group situation (Entry 1)	2 credits	M	M/602/0001
Unit B5	Engaging with the world around you: people (Entry 1)	3 credits	M	R/502/4175
Unit B6	Encountering experiences: being a part of things (Entry 1)	3 credits	M	R/502/4161
Unit B7	Developing communication skills (Entry 1)	3 credits	M	F/502/4317
Unit B8	Developing reading skills (Entry 1)	3 credits	M	F/502/4320
Unit B9	Developing writing skills (Entry 1)	3 credits	M	R/502/4323
Unit B10	Presenting written information in different styles and formats (Entry 2)	2 credits	M	A/602/0051
Unit B11	Understanding short texts and simple instructions (Entry 2)	2 credits	M	F/602/0052
Unit B12	Asking questions and making requests in everyday situations (Entry 2)	1 credit	M	K/602/0045
Unit B13	Providing personal information in writing (Entry 2)	2 credits	M	T/602/0047
Unit B14	Managing social relationships (Entry 2)	1 credit	M	A/502/0444
Unit B15	Contributing to discussions (Entry 3)	2 credits	M	J/602/0084
Unit B16	Writing in short paragraphs (Entry 3)	2 credits	M	K/602/0093
Unit B17	Using different reading methods (Entry 3)	2 credits	M	T/602/0095
Unit B18	Making requests and asking questions in a variety of situations (Entry 3)	2 credits	M	Y/602/0087

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit B19	Completing forms with personal information (Entry 3)	2 credits	M	Y/602/0090
Group C: Environment and Community				
Unit C1	Responding to your local natural environment (Entry 1)	3 credits	M	A/601/9806
Unit C2	Identifying your local community and facilities (Entry 1)	3 credits	M	H/601/9802
Unit C3	Using a community facility over a period of time (Entry 1)	3 credits	M	J/601/9808
Unit C4	Responding to community facilities (Entry 1)	3 credits	M	T/601/9805
Unit C5	Finding out about and using community facilities (Entry 1)	3 credits	M	Y/601/9800
Unit C6	Travel within the community: going places (Entry 1)	3 credits	M	A/502/4171
Unit C7	Individual responsibilities in the community (Entry 2)	2 credits	M	A/601/9840
Unit C8	Community action (Entry 2)	2 credits	M	Y/502/0449
Unit C9	Introduction to the local community (Entry 3)	1 credit	M	F/500/4682
Unit C10	Increasing community involvement (Entry 3)	3 credits	M	J/601/9887
Unit C11	Community action (Entry 3)	2 credits	M	F/502/0459
Group D: Home Management				
Unit D1	Planning and preparing a simple meal (Entry 1)	3 credits	M	A/602/0017
Unit D2	Planning and preparing food for an event (Entry 1)	3 credits	M	A/602/0020
Unit D3	Using shopping facilities (Entry 1)	3 credits	M	F/602/0021
Unit D4	Selecting and using cooking equipment (Entry 1)	3 credits	M	M/602/0015
Unit D5	Participating in carrying out household tasks (Entry 1)	3 credits	M	R/601/9813
Unit D6	Preparing drinks and snacks (Entry 1)	3 credits	M	T/602/0016
Unit D7	Developing independent living skills: looking after your own home (Entry 1)	2 credits	M	M/502/4166
Unit D8	Food safety and storage (Entry 2)	3 credits	M	D/600/6210
Unit D9	Recycling, managing waste (Entry 2)	2 credits	M	K/600/6226
Unit D10	Following a simple recipe (Entry 2)	3 credits	M	J/601/9842
Unit D11	Understanding how to clean the home (Entry 2)	2 credits	M	K/601/9848
Unit D12	Shopping for daily living (Entry 2)	3 credits	M	T/601/2188
Unit D13	Cleaning, washing, drying and storing laundry (Entry 2)	2 credits	M	M/601/2190
Unit D14	Household cleaning (Entry 3)	3 credits	M	T/600/6214
Unit D15	Food hygiene and safety (Entry 3)	2 credits	M	L/601/9888
Unit D16	Basic food preparation (Entry 3)	2 credits	M	J/600/0711
Group E: Horticulture				
Unit E1	Insert plant material (Entry 3)	1 credit	M	M/502/0618
Unit E2	Caring for plant material (Entry 3)	2 credits	M	J/601/9890
Unit E3	Preparing and planting a site (Entry 3)	2 credits	M	L/601/9891
Group F: ICT				
Unit F1	Using ICT to record and edit information (Entry 1)	3 credits	M	D/601/9815
Unit F2	Interacting purposefully with ICT (Entry 1)	3 credits	M	D/602/0012

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit F3	Obtaining information from an ICT-based source (Entry 1)	3 credits	M	H/602/0013
Unit F4	Using creative software (Entry 1)	3 credits	M	K/602/0014
Unit F5	Identifying and using ICT equipment (Entry 1)	3 credits	M	R/602/0010
Unit F6	Responding to ICT enabled equipment (Entry 1)	3 credits	M	Y/601/9814
Unit F7	Using ICT to find information (Entry 2)	2 credits	M	F/602/0066
Unit F8	Using ICT to change a creative composition (Entry 2)	2 credits	M	L/602/0054
Unit F9	Using ICT to enter and edit text (Entry 2)	2 credits	M	R/602/0055
Unit F10	Using ICT to communicate (Entry 2)	2 credits	M	R/602/0105
Unit F11	Know how to use ICT safely (Entry 2)	2 credits	M	Y/602/0106
Unit F12	Introduction to using ICT systems (Entry 3)	3 credits	M	T/504/4984
Unit F13	Using ICT to produce a creative composition (Entry 3)	3 credits	M	A/602/0101
Unit F14	Using ICT to produce a text document (Entry 3)	2 credits	M	F/602/0102
Unit F15	Using ICT to find information (Entry 3)	3 credits	M	L/602/0099
Unit F16	Communicating information using ICT (Entry 3)	3 credits	M	H/502/1197
Group G: Manufacturing				
Unit G1	Contributing to the manufacture of a product (Entry 3)	2 credits	M	Y/601/9893
Unit G2	Producing a product (Entry 3)	1 credit	M	H/501/6369
Group H: Media				
Unit H1	Producing and editing images for a media product (Entry 3)	2 credits	M	D/601/9894
Unit H2	Recording and modifying material for a media product (Entry 3)	2 credits	M	H/601/9895
Unit H3	Writing and editing material for a media product (Entry 3)	2 credits	M	M/601/9897
Group I: Motor Vehicles				
Unit I1	Identification of basic external and internal car parts (Entry 3)	1 credit	M	L/500/5561
Unit I2	Carrying out basic vehicle maintenance (Entry 3)	2 credits	M	T/601/9898
Group J: Numeracy				
Unit J1	Recognising time through regular events (Entry 1)	3 credits	M	K/601/9817
Unit J2	Early mathematics: measure (Entry 1)	2 credits	M	M/502/4331
Unit J3	Early mathematics: developing number skills (Entry 1)	2 credits	M	D/502/4325
Unit J4	Early mathematics: sequencing and sorting (Entry 1)	3 credits	M	T/502/4332
Unit J5	Understanding what money is used for (Entry 1)	3 credits	M	D/600/0438
Unit J6	Working with whole numbers up to 100 (Entry 2)	2 credits	M	D/602/0057
Unit J7	Reading and recording time (Entry 2)	2 credits	M	D/602/0060
Unit J8	Collecting and presenting numerical information (Entry 2)	2 credits	M	H/602/0061
Unit J9	Using coins and notes (Entry 2)	2 credits	M	K/602/0059
Unit J10	Estimating and measuring (Entry 2)	2 credits	M	M/602/0063

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Unit J11	Working with time (Entry 3)	2 credits	M	D/602/0074
Unit J12	Working with money (Entry 3)	2 credits	M	H/602/0108
Unit J13	Working with whole numbers up to 1000 (Entry 3)	2 credits	M	L/602/0068
Unit J14	Presenting information in a chart (Entry 3)	2 credits	M	M/602/0080
Unit J15	Working with measurements (Entry 3)	2 credits	M	T/602/0078
Group K: Office Practice				
Unit K1	Working in business and administration (Entry 3)	2 credits	M	H/600/1090
Unit K2	Using office equipment in a business environment (Entry 3)	3 credits	M	R/600/1098
Group L: Performing Arts				
Unit L1	Taking part in a performance (Entry 3)	3 credits	M	A/502/3828
Group M: Personal Skills				
Unit M1	Rights and responsibilities: everybody matters (Entry 1)	3 credits	M	K/502/4439
Unit M2	Developing self awareness: all about me (Entry 1)	3 credits	M	Y/502/4422
Unit M3	Taking part in daily routine activities (Entry 1)	3 credits	M	T/601/9819
Unit M4	Using interpersonal skills to contribute to positive relationships (Entry 1)	2 credits	M	T/601/9822
Unit M5	Developing independent living skills: having your say (Entry 1)	3 credits	M	H/502/4164
Unit M6	Developing independent living skills: keeping safe (Entry 1)	2 credits	M	K/502/4165
Unit M7	Dealing with problems (Entry 1)	4 credits	M	Y/502/4159
Unit M8	Emotional wellbeing (Entry 1)	2 credits	M	A/502/5689
Unit M9	Healthy living (Entry 1)	2 credits	M	F/502/4883
Unit M10	Understanding routines (Entry 2)	2 credits	M	J/601/9856
Unit M11	Understanding interpersonal skills (Entry 2)	2 credits	M	L/601/9857
Unit M12	Finding your way around an unfamiliar area (Entry 2)	2 credits	M	T/601/9853
Unit M13	Developing self (Entry 2)	2 credits	M	M/502/0442
Unit M14	Dealing with problems in daily life (Entry 2)	2 credits	M	D/502/0436
Unit M15	Emotional wellbeing (Entry 2)	2 credits	M	K/502/4568
Unit M16	Healthy living (Entry 2)	2 credits	M	L/502/0450
Unit M17	Individual rights and responsibilities (Entry 2)	1 credit	M	F/502/0445
Unit M18	Making the most of leisure time (Entry 2)	2 credits	M	M/502/0649
Unit M19	Managing own money (Entry 2)	2 credits	M	Y/502/0452
Unit M20	Working as part of a group (Entry 2)	2 credits	M	H/502/0437
Unit M21	Introduction to issues of substance misuse (Entry 3)	1 credit	M	A/500/5524
Unit M22	Personal body hygiene awareness (Entry 3)	1 credit	M	F/500/4729
Unit M23	Developing self (Entry 3)	2 credits	M	M/502/0456

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit M24	Dealing with problems in daily life (Entry 3)	2 credits	M	H/502/0454
Unit M25	Emotional wellbeing (Entry 3)	2 credits	M	R/502/5729
Unit M26	Introduction to diversity, prejudice and discrimination (Entry 3)	2 credits	M	Y/502/5795
Unit M27	Healthy living (Entry 3)	2 credits	M	T/502/0460
Unit M28	Individual rights and responsibilities (Entry 3)	1 credit	M	A/502/0458
Unit M29	Making the most of leisure time (Entry 3)	2 credits	M	H/502/0650
Unit M30	Managing own money (Entry 3)	2 credits	M	F/502/0462
Unit M31	Managing social relationships (Entry 3)	2 credits	M	T/502/0457
Unit M32	Personal safety in the home and community (Entry 3)	2 credits	M	R/502/3334
Unit M33	Getting to a destination safely and on time (Entry 3)	1 credit	M	H/502/4293
Unit M34	Working as part of a group (Entry 3)	2 credits	M	K/502/0455
Group N: World of Work				
Unit N1	Developing skills for the workplace: following instructions (Entry 1)	2 credits	M	R/502/4449
Unit N2	Recognising work areas in the wider community (Entry 1)	3 credits	M	D/602/0043
Unit N3	Participating in a mini-enterprise project (Entry 1)	4 credits	M	L/601/9826
Unit N4	Recognising centre staff and the jobs they do (Entry 1)	3 credits	M	Y/601/9828
Unit N5	Preparation for work (Entry 1)	2 credits	M	L/502/4885
Unit N6	Carrying out routine tasks at work (Entry 2)	2 credits	M	L/601/9860
Unit N7	Getting ready for starting work (Entry 2)	2 credits	M	Y/601/9862
Unit N8	Introduction to health and safety at work (Entry 2)	2 credits	M	Y/600/2236
Unit N9	Preparation for work (Entry 2)	2 credits	M	R/502/0451
Unit N10	Rights and responsibilities at work (Entry 2)	1 credit	M	L/501/6639
Unit N11	Developing job search skills (Entry 2)	1 credit	M	J/502/3024
Unit N12	Health and safety procedures at work (Entry 3)	2 credits	M	A/601/9899
Unit N13	Carrying out tasks at work (Entry 3)	2 credits	M	H/601/9900
Unit N14	Completing a job application form (Entry 3)	2 credits	M	R/502/3026
Unit N15	Effective communication for work (Entry 3)	2 credits	M	Y/502/3027
Unit N16	Preparation for work (Entry 3)	2 credits	M	A/502/0461
Unit N17	Behaving appropriately at work (Entry 3)	1 credit	M	T/502/4282
Unit N18	Investigating rights and responsibilities at work (Entry 3)	1 credit	M	J/501/6333
Group O: Personal Skills				
Unit O1	Learning to manage substance dependency (Entry 3)	3 credits	M	M/507/1035
Unit O2	Managing recovery from substance dependency (Entry 3)	3 credits	M	T/507/1036

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Skills for Life, Living and Employment (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10311	**OCR Entry Level Certificate in Skills for Life, Living and Employment (Entry 3)**		**13 credits**	**600/5267/3**
Certification only: last certification date is 31 August 2015. Made up of: • Units 1–3 (10 credits) • At least 3 credits from Units 4–5.				
Unit 1	Developing life aspirations	4 credits	M	M/503/9735
Unit 2	Assessing myself for work	3 credits	M	R/502/1292
Unit 3	Learning to be financially capable	3 credits	M	Y/502/1293
Unit 4	Forming personal relationships and understanding others	3 credits	M	M/503/3188
Unit 5	Preparing for and learning from interviews	3 credits	M	T/502/1298
10312	**OCR Level 1 Certificate in Skills for Life, Living and Employment**		**13 credits**	**600/5268/5**
Certification only: last certification date is 31 August 2015. Made up of: • Units 1–3 (10 credits) • At least 3 credits from Units 4–5.				
Unit 1	Realising life aspirations	4 credits	M	T/503/9736
Unit 2	Assessing myself for work	3 credits	M	L/502/2859
Unit 3	Learning to be financially capable	3 credits	M	J/502/2861
Unit 4	Forming personal relationships and understanding diversity	3 credits	M	J/503/3441
Unit 5	Preparing for and learning from interviews	3 credits	M	R/502/2863

Personal Life Skills (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10273	**OCR Entry Level Award in Personal Life Skills**		**9 credits**	**600/2370/3**
10275	**OCR Level 1 Award in Personal Life Skills**		**9 credits**	**600/2372/7**
10277	**OCR Level 2 Award in Personal Life Skills**		**9 credits**	**600/2374/0**
These qualifications consist of Units 1–15, from which 3 must be chosen for a full award. Of those 3, 2 must be from the level at which certification is sought (e.g. 2 units at Level 1 and 1 unit at Entry Level 3 enables certification at Level 1). Barred combinations: • Units with the same title at different levels cannot be combined • Only one of Units, 1, 9 and 14 • Only one of Units 2, 10 and 15 • Only one of Units 3, 11 and 16 • Only one of Units 5, 12 and 17.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10274	**OCR Entry Level Certificate in Personal Life Skills**		**15 credits**	**600/2371/5**
10276	**OCR Level 1 Certificate in Personal Life Skills**		**15 credits**	**600/2373/9**
10278	**OCR Level 2 Certificate in Personal Life Skills**		**15 credits**	**600/2375/2**

These qualifications consist of Units 1–15, from which 5 must be chosen for a full certificate. Of those 5, 3 must be from the level at which certification is sought (e.g. 3 units at Level 1 and 2 units at Entry Level 3 enables certification at Level 1).

Barred combinations:

- Units with the same title at different levels cannot be combined
- Only one of Units 1, 9 and 14
- Only one of Units 2, 10 and 15
- Only one of Units 3, 11 and 16
- Only one of Units 5, 12 and 17.

Optional group 1				
Unit 1	Identifying risk and making personal decisions (Entry Level)	3 credits	M	T/503/3189
Unit 2	Understanding risk and making personal decisions (Level 1)	3 credits	M	L/503/3229
Unit 3	Managing risks in personal decision making (Level 2)	3 credits	M	T/503/3239
Optional group 2				
Unit 4	Introducing personal health and wellbeing (Entry Level)	3 credits	M	T/503/3211
Unit 5	Understanding how to maintain personal health and wellbeing (Level 1)	3 credits	M	F/503/3213
Unit 6	Maintaining and improving personal health and wellbeing (Level 2)	3 credits	M	H/503/3236
Optional group 3				
Unit 7	Learning to be financially capable (Entry Level)	3 credits	M	Y/502/1293
Unit 8	Learning to be financially capable (Level 1)	3 credits	M	J/502/2861
Unit 9	Learning to be financially capable (Level 2)	3 credits	M	A/502/2856
Optional group 4				
Unit 10	Forming relationships and understanding others (Entry Level)	3 credits	M	M/503/3188
Unit 11	Forming personal relationships and understanding diversity (Level 1)	3 credits	M	J/503/3441
Unit 12	Understanding personal relationships and respecting diversity (Level 2)	3 credits	M	K/503/3240
Optional group 5				
Unit 13	Assessing myself for work (Entry Level)	3 credits	M	R/502/1292
Unit 14	Assessing myself for work (Level 1)	3 credits	M	L/502/2859
Unit 15	Assessing myself for work (Level 2)	3 credits	M	M/502/2854

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13.13 Logistics

Distribution (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
04419	**OCR Level 2 Certificate in Warehousing and Storage**		**26 credits**	**501/1277/6**
Certification only: last certification date is 31 August 2016. Made up of: • Units 1 and 2 (7 credits) • 6 credits from optional group 1 • 3 credits from optional group 2 • 1 credit from optional group 3 • 3 credits from optional group 4 • 6 credits from optional group 5.				
Unit 1	Health, safety and security at work	3 credits	EV	K/502/1072
Unit 2	Develop effective working relationships with colleagues in logistics operations	4 credits	EV	H/601/7919
Optional group 1				
Unit 3	Pick goods in logistics operations	3 credits	EV	R/601/7916
Unit 4	Wrap and pack goods in logistics operations	3 credits	EV	Y/601/7917
Unit 5	Place goods in storage in logistics operations	4 credits	EV	T/601/7925
Unit 6	Process orders for customers in logistics operations	3 credits	EV	F/601/7930
Unit 7	Assemble orders for dispatch in logistics operations	3 credits	EV	J/601/7931
Optional group 2				
Unit 8	Maintain the cleanliness of equipment in logistics operations	3 credits	EV	M/601/7910
Unit 9	Keep work areas clean in logistics operations	3 credits	EV	F/601/7913
Unit 10	Maintain hygiene standards in handling and storing goods in logistics operations	3 credits	EV	L/601/7929
Optional group 3				
Unit 11	Moving and/or handling goods in logistics operations	4 credits	EV	J/601/7914
Unit 12	Use equipment to move goods in logistics operations	3 credits	EV	H/601/7922
Unit 13	Use a forklift side-loader in logistics operations	1 credit	EV	A/601/8994
Unit 14	Use an industrial forklift truck in logistics operations	1 credit	EV	M/601/8992
Unit 15	Use a hoist in logistics operations	1 credit	EV	T/601/8993
Unit 16	Use a compact crane in logistics operations	1 credit	EV	F/601/8995
Optional group 4				
Unit 17	Keep stock at required levels in logistics operations	3 credits	EV	T/601/7911
Unit 18	Check stock levels and stock records	3 credits	EV	D/601/7935

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Optional group 5				
Unit 19	Operate equipment to perform work requirements in logistics operations	8 credits	EV	D/601/7921
Unit 20	Receive goods in logistics operations	3 credits	EV	K/601/7923
Unit 21	Maintain the safety and security of hazardous goods and materials in logistics operations	6 credits	EV	J/601/7928
Unit 22	Process returned goods in logistics operations	3 credits	EV	L/601/7932
Unit 23	Sort goods and materials for recycling or disposal in logistics operations	3 credits	EV	R/601/7933
Unit 24	Supervise the receipt, storage or dispatch of goods	6 credits	EV	Y/601/7934
Unit 25	Contribute to the provision of customer service in logistics operations	3 credits	EV	Y/601/7920
Unit 26	Principles of food safety in logistics	1 credit	EV	H/600/6578
04420	**OCR Level 3 Certificate in Logistics Operations**		**21 credits**	**501/1108/5**
Certification only: last certification date is 31 August 2016. Made up of: • Units 1–3 (9 credits) • 1 unit from each of the optional groups 1–4.				
Unit 1	Health, safety and security at work	3 credits	EV	K/502/1072
Unit 2	Make an effective contribution to a business in the logistics sector	3 credits	EV	Y/601/9456
Unit 3	Optimise the use of logistics resources	3 credits	EV	M/601/7597
Optional group 1				
Unit 4	Improve performance in logistics operations	4 credits	EV	H/601/7600
Unit 5	Provide leadership for your team in logistics operations	4 credits	EV	T/601/7603
Unit 6	Allocate and check work in your team in logistics operations	3 credits	EV	R/601/7611
Optional group 2				
Unit 7	Maintain the safety and security of hazardous goods and materials in logistics operations	6 credits	EV	J/601/7928
Unit 8	Supervise the receipt, storage or dispatch of goods	6 credits	EV	Y/601/7934
Unit 9	Minimise the environmental impact of logistics operations	3 credits	EV	K/601/7601
Optional group 3				
Unit 10	Schedule logistics operations to meet customer requirements	4 credits	EV	K/601/7596
Unit 11	International road transport operations	5 credits	EV	K/601/7176
Unit 12	Arrange the transportation of goods using multiple transport modes	3 credits	EV	Y/600/7646

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Optional group 4				
Unit 13	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3 credits	EV	M/601/7602
Unit 14	Contribute to the provision of customer service in logistics operations	3 credits	EV	Y/601/7920
Unit 15	Respond to problems in logistics operations	3 credits	EV	T/601/7598
Unit 16	Apply technology in logistics operations	4 credits	EV	A/601/7599
09884	**OCR Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry**		**5 credits**	**600/2570/0**
Certification only: last certification date is 31 August 2016. Made up of Unit 1.				
Unit 1	Employee rights and responsibilities in the logistics industry	5 credits	EV	H/502/9963

Plant Operations (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
01793	**OCR Level 2 NVQ Certificate in Plant Operations**		**17, 21 or 25 credits**	**500/9102/5**
Certification only: last certification date is 31 July 2015.				
10340	**OCR Level 2 NVQ Certificate in Plant Operations**		**17, 21 or 25 credits**	**600/8565/4**
Certification only: last certification date is 31 March 2016. This qualification replaces 01793. Made up of: • Units 1 and 2 plus optional units from chosen pathway as shown below. Please refer to the subject-specific pages of the OCR website for rules of combination.				
Unit 1	Conforming to general health, safety and welfare in the workplace	2 credits	EV	A/503/1170
Unit 2	Conforming to productive working practices in the workplace	3 credits	EV	J/503/1169
Pathway 1: Cranes and Specialist Lifting Plant			**17 credits**	**600/8565/4**
Made up of: • Units 1 and 2 • One unit from Pathway 1.				
Unit 3	Preparing and operating lorry loaders or knuckle boom cranes to lift and transfer loads in the workplace	30 credits	EV	J/600/7920
Unit 4	Preparing and operating overhead cranes to lift and transfer loads in the workplace	18 credits	EV	L/600/7868
Unit 5	Preparing and operating skip handlers to lift and transfer loads in the workplace	18 credits	EV	L/600/7921

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 6	Preparing and operating hoists to lift and transfer loads in the workplace	12 credits	EV	L/600/7918
Pathway 2: Fork-lift Trucks			**21 credits**	**600/8565/4**
Made up of: • Units 1 and 2 • One unit from Pathway 2.				
Unit 7	Preparing and operating telescopic handlers to lift and transfer loads in the workplace	25 credits	EV	A/600/7915
Unit 8	Preparing and operating rough terrain masted forklifts to lift and transfer loads in the workplace	18 credits	EV	H/600/7889
Unit 9	Preparing and operating industrial counterbalanced forklifts to lift and transfer loads in the workplace	16 credits	EV	M/600/7894
Unit 10	Preparing and operating sideloader forklifts to lift and transfer loads in the workplace	16 credits	EV	L/600/7899
Unit 11	Preparing and operating reach trucks to lift and transfer loads in the workplace	16 credits	EV	J/600/7917
Pathway 5: Accessing Plant			**17 credits**	**600/8565/4**
Made up of: • Units 1 and 2 • One unit from Pathway 5.				
Unit 12	Preparing and operating boom-type mobile elevating work platforms (MEWP) in the workplace	14 credits	EV	Y/600/8019
Unit 13	Preparing and operating scissor-type mobile elevating work platforms (MEWP) in the workplace	12 credits	EV	T/600/8013
Pathway 11: Attachments			**21 or 25 credits**	**600/8565/4**
Made up of: Units 1 and 2, plus: • Unit 14 and one unit from Pathway 1 *or* • Unit 14 and one unit from Pathway 2.				
Unit 14	Preparing and operating plant attachments and ancillary equipment in the workplace	4 credits	EV	L/600/8096

Road Haulage/Passenger Transport (NQF)

Entry code	Qualification title	Assessment	Qualification number
05669	**OCR Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) (VRQ)**	**2 units**	**600/4286/2**
Made up of: • Unit R2 And • Unit R1 or R3			

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Entry code	Qualification title	Assessment	Qualification number
05670	**OCR Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) (VRQ)**	**2 units**	**600/4285/0**
Made up of: • Unit P2 And • Unit P1 or P3			
Unit R1 05680	Certificate of Professional Competence Road Haulage – Multiple Choice	T	H/503/6606
Unit R3 05690*	Certificate of Professional Competence Road Haulage – Multiple Choice	CB	H/503/6606
Unit R2 05689	Certificate of Professional Competence Road Haulage – Case Study	T	K/503/6607
Unit P1 05677	Certificate of Professional Competence Passenger Transport – Multiple Choice	T	M/503/6608
Unit P3 05679*	Certificate of Professional Competence Passenger Transport – Multiple Choice	CB	M/503/6608
Unit P2 05678	Certificate of Professional Competence Passenger Transport – Case Study	T	T/503/6609

* Units R3 and P3 are computer-based, on-demand alternatives to the paper-based multiple choice exams.

Road Transport (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
09888	**OCR Level 2 Certificate in Driving Goods Vehicles**		**29 or 31 credits**	**501/1761/0**
Certification only: last certification date is 31 December 2015. Made up of: one of the four pathways as described below.				
Motor Cycle/Pedal Cycle pathway			**31 credits**	**501/1761/0**
Made up of: • Units 1–5 (15 credits) • Unit 21 • Unit 7 or 8 • Unit 9 or 10 • Unit 11 or 12 • At least 5 credits from Units 13–16.				
Van pathway			**29 credits**	**501/1761/0**
Made up of: • Units 17–21 (13 credits) • Unit 22 or 23 • Unit 24 or 25 • Unit 26 or 27 • At least 5 credits from Units 13–16.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Rigid Vehicles pathway			**29 credits**	**501/1761/0**
Made up of: • Units 30–33 (11 credits) • Unit 21 • Unit 35 or 36 • Unit 37 or 38 • Unit 39 or 40 • At least 5 credits (in total) from Units 13–16 and 29.				
Articulated or Drawbar Vehicles pathway			**29 credits**	**501/1761/0**
Made up of: • Units 41–44 (11 credits) • Unit 21 • Unit 46 or 47 • Unit 48 or 49 • Unit 50 or 51 • At least 5 credits (in total) from Units 13–16 and 52–53.				
Unit 1	Operate and monitor the cycle systems	3 credits	EV	D/602/2875
Unit 2	Manoeuvre the cycle in restricted spaces	4 credits	EV	K/602/2877
Unit 3	Prepare the cycle for driving	2 credits	EV	R/602/2873
Unit 4	Protect the cycle and the load	2 credits	EV	Y/602/2874
Unit 5	Collecting and/or delivering goods (motorcycles and pedal cycles)	2 credits	EV	K/601/9462
Unit 7	Drive the cycle on public roads in a safe and fuel efficient manner	6 credits	EV	T/602/2879
Unit 8	Drive the cycle on private roads in a safe and fuel efficient manner	4 credits	EV	T/602/2882
Unit 9	Ensure the cycle is loaded correctly	4 credits	EV	D/602/2892
Unit 10	Load the cycle correctly	5 credits	EV	K/602/2894
Unit 11	Unload the cycle correctly	3 credits	EV	A/602/2897
Unit 12	Ensure the cycle is unloaded correctly	3 credits	EV	T/602/2896
Unit 13	Make an effective contribution to a business in the logistics sector	3 credits	EV	Y/601/9456
Unit 14	Contribute to the provision of customer service in logistics operations	3 credits	EV	Y/601/7920
Unit 15	Dealing with payment transactions in logistics operations	2 credits	EV	M/601/9463
Unit 16	Plan the route and timings for the collection and delivery of goods	6 credits	EV	D/601/9457
Unit 17	Manoeuvre the van in restricted spaces	4 credits	EV	A/602/2849
Unit 18	Protect the van and the load	2 credits	EV	K/602/2846
Unit 19	Operate and monitor the van systems	3 credits	EV	M/602/2847

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 20	Prepare the van for driving	2 credits	EV	R/602/2842
Unit 21	Obtain information on the collection and/or delivery of loads	2 credits	EV	A/601/9451
Unit 22	Drive the van on public roads in a safe and fuel efficient manner	6 credits	EV	A/602/2852
Unit 23	Drive the van on private roads in a safe and fuel efficient manner	4 credits	EV	L/602/2855
Unit 24	Load the van correctly	5 credits	EV	D/602/2861
Unit 25	Ensure the van is loaded correctly	4 credits	EV	H/602/2859
Unit 26	Ensure the van is unloaded correctly	3 credits	EV	H/602/2862
Unit 27	Unload the van correctly	3 credits	EV	M/602/2864
Unit 29	Attach and detach rigid vehicle mounted bodies	3 credits	EV	K/602/4323
Unit 30	Prepare the rigid vehicle for driving	2 credits	EV	K/602/2832
Unit 31	Protect the rigid vehicle and the load	2 credits	EV	M/602/2833
Unit 32	Operate and monitor the rigid vehicle systems	3 credits	EV	F/602/2836
Unit 33	Manoeuvre the rigid vehicle in restricted spaces	4 credits	EV	L/602/2838
Unit 35	Drive the rigid vehicle on public roads in a safe and fuel efficient manner	6 credits	EV	R/602/2839
Unit 36	Drive the rigid vehicle on private roads in a safe and fuel efficient manner	4 credits	EV	J/602/2840
Unit 37	Ensure the rigid vehicle is loaded correctly	4 credits	EV	Y/602/2843
Unit 38	Load the rigid vehicle correctly	5 credits	EV	H/602/2845
Unit 39	Ensure the rigid vehicle is unloaded correctly	3 credits	EV	T/602/2848
Unit 40	Unload the rigid vehicle correctly	3 credits	EV	T/602/2851
Unit 41	Prepare the articulated or draw bar vehicle for driving	2 credits	EV	T/602/2722
Unit 42	Protect the articulated or draw bar vehicle and the load	2 credits	EV	J/602/2739
Unit 43	Operate and monitor the articulated or draw bar vehicle systems	3 credits	EV	F/602/2741
Unit 44	Manoeuvre the articulated or draw bar vehicle in restricted spaces	4 credits	EV	J/602/2742
Unit 46	Drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner	6 credits	EV	L/602/2760
Unit 47	Drive the articulated or draw bar vehicle on private roads in a safe and fuel efficient manner	4 credits	EV	R/602/2761
Unit 48	Ensure the articulated or draw bar vehicle is loaded correctly	4 credits	EV	M/602/2766
Unit 49	Load the articulated or draw bar vehicle correctly	5 credits	EV	F/602/2769
Unit 50	Ensure the articulated or drawbar vehicle is unloaded correctly	3 credits	EV	A/602/2771
Unit 51	Unload the articulated or draw bar vehicle correctly	3 credits	EV	J/602/2773

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 52	Couple and uncouple the articulated or draw bar vehicle	3 credits	EV	H/602/2781
Unit 53	Attach and detach articulated or draw bar vehicle mounted bodies	3 credits	EV	M/602/4324

13.14 Management

Management (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
03366	**OCR Level 2 NVQ Certificate in Team Leading**		**17 credits**	**501/0501/2**
Made up of: • Units 1–3 (10 credits) • 5 credits from Units 4–5 • 2 credits from Units 6–14.				
Unit 1	Manage personal development (Level 2)	4 credits	EV	F/600/9469
Unit 2	Develop working relationships with colleagues (Level 2)	3 credits	EV	H/600/9660
Unit 3	Communicate information and knowledge (Level 2)	3 credits	EV	H/600/9724
Unit 4	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 5	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 6	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility (Level 3)	4 credits	EV	M/600/9628
Unit 7	Support team members in identifying, developing and implementing new ideas (Level 3)	4 credits	EV	L/600/9636
Unit 8	Manage conflict in a team (Level 3)	3 credits	EV	R/600/9685
Unit 9	Lead and manage meetings (Level 3)	4 credits	EV	Y/600/9686
Unit 10	Participate in meetings (Level 2)	2 credits	EV	H/600/9688
Unit 11	Make effective decisions (Level 3)	3 credits	EV	F/600/9715
Unit 12	Manage knowledge in own area of responsibility (Level 3)	4 credits	EV	T/600/9730
Unit 13	Procure supplies (Level 3)	2 credits	EV	L/600/9734
Unit 14	Manage customer service in own area of responsibility (Level 3)	4 credits	EV	D/600/9804
03367	**OCR Level 3 NVQ Certificate in Management**		**25 credits**	**501/0499/8**
Made up of: • Units 1–3 (14 credits) • 11 credits from Units 4–40.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 1	Manage own professional development within an organisation (Level 3)	4 credits	EV	L/600/9586
Unit 2	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 3	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 4	Develop, maintain and review personal networks (Level 4)	4 credits	EV	R/600/9587
Unit 5	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 6	Ensure compliance with legal, regulatory, ethical and social requirements (Level 4)	5 credits	EV	H/600/9609
Unit 7	Manage risk in own area of responsibility (Level 4)	4 credits	EV	L/600/9619
Unit 8	Review risk management processes in own area of responsibility (Level 4)	3 credits	EV	L/600/9622
Unit 9	Manage personal development (Level 2)	4 credits	EV	F/600/9469
Unit 10	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility (Level 3)	4 credits	EV	M/600/9628
Unit 11	Support team members in identifying, developing and implementing new ideas (Level 3)	4 credits	EV	L/600/9636
Unit 12	Implement change in own area of responsibility (Level 4)	6 credits	EV	M/600/9659
Unit 13	Develop working relationships with colleagues and stakeholders (Level 4)	4 credits	EV	K/600/9661
Unit 14	Recruit staff in own area of responsibility (Level 5)	4 credits	EV	T/600/9663
Unit 15	Develop working relationships with colleagues (Level 2)	3 credits	EV	H/600/9660
Unit 16	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 17	Support learning and development within own area of responsibility (Level 4)	5 credits	EV	M/600/9676
Unit 18	Address performance problems affecting team members (Level 4)	3 credits	EV	F/600/9679
Unit 19	Build, support and manage a team (Level 4)	4 credits	EV	F/600/9682
Unit 20	Manage conflict in a team (Level 3)	3 credits	EV	R/600/9685
Unit 21	Lead and manage meetings (Level 3)	4 credits	EV	Y/600/9686
Unit 22	Participate in meetings (Level 2)	2 credits	EV	H/600/9688
Unit 23	Support individuals to develop and take responsibility for their performance (Level 4)	4 credits	EV	D/600/9690
Unit 24	Know how to follow disciplinary procedures (Level 4)	4 credits	EV	H/600/9691
Unit 25	Managing grievance procedures (Level 4)	3 credits	EV	K/600/9692
Unit 26	Support the management of redundancies in own area of responsibility (Level 4)	3 credits	EV	M/600/9693
Unit 27	Develop and implement a risk assessment plan in own area of responsibility (Level 4)	6 credits	EV	L/600/9703
Unit 28	Manage physical resources (Level 4)	3 credits	EV	K/600/9711
Unit 29	Manage the environmental impact of work activities (Level 4)	5 credits	EV	M/600/9712

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 30	Make effective decisions (Level 3)	3 credits	EV	F/600/9715
Unit 31	Manage knowledge in own area of responsibility (Level 3)	4 credits	EV	T/600/9730
Unit 32	Communicate information and knowledge (Level 2)	3 credits	EV	H/600/9724
Unit 33	Procure supplies (Level 3)	2 credits	EV	L/600/9734
Unit 34	Manage a tendering process (Level 4)	4 credits	EV	H/600/9738
Unit 35	Plan and manage a project (Level 4)	8 credits	EV	J/600/9750
Unit 36	Develop and implement marketing plans (Level 4)	6 credits	EV	K/600/9790
Unit 37	Analyse the market in which your organisation operates (Level 4)	5 credits	EV	M/600/9791
Unit 38	Manage the achievement of customer satisfaction (Level 4)	5 credits	EV	A/600/9793
Unit 39	Prepare for and support quality audits (Level 4)	4 credits	EV	Y/600/9798
Unit 40	Manage customer service in own area of responsibility (Level 3)	4 credits	EV	D/600/9804
03368	**OCR Level 5 NVQ Diploma in Management**		**38 credits**	**501/0498/6**
Certification only: last certification date is 31 January 2016. Made up of: • Units 1–4 (23 credits) • 15 credits from Units 5–44, of which 3 credits at Level 5 or above.				
10363	**OCR Level 5 NVQ Diploma in Management**		**53 credits**	**601/2515/9**
Certification only: last certification date is 31 August 2017. Made up of: • Units 1–4 (23 credits) • 30 credits from Units 5–44 At least 30 credits must be achieved at Level 5.				
Unit 1	Develop and evaluate operational plans for own area of responsibility (Level 5)	6 credits	EV	Y/600/9588
Unit 2	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 3	Plan change in own area of responsibility (Level 5)	6 credits	EV	R/600/9654
Unit 4	Work productively with colleagues and stakeholders (Level 5)	6 credits	EV	M/600/9662
Unit 5	Establish risk management processes for an organisation (Level 5)	6 credits	EV	A/600/9616
Unit 6	Promote equality of opportunity, diversity and inclusion across an organisation (Level 5)	6 credits	EV	T/600/9632
Unit 7	Examine staff turnover issues in own area of responsibility (Level 5)	4 credits	EV	A/600/9664
Unit 8	Developing collaborative relationships with other organisations (Level 5)	7 credits	EV	T/600/9694
Unit 9	Promote the use of technology within an organisation (Level 5)	6 credits	EV	J/600/9702
Unit 10	Manage health and safety across an organisation	6 credits	EV	H/600/9707

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	(Level 5)			
Unit 11	Monitor and review business processes (Level 5)	3 credits	EV	A/600/9759
Unit 12	Develop a customer-focused organisation (Level 5)	5 credits	EV	T/600/9792
Unit 13	Conduct a quality audit (Level 6)	6 credits	EV	J/600/9800
Unit 14	Manage product development and marketing (Level 5)	7 credits	EV	R/600/9802
Unit 15	Develop, maintain and review personal networks (Level 4)	4 credits	EV	R/600/9587
Unit 16	Ensure compliance with legal, regulatory, ethical and social requirements (Level 4)	5 credits	EV	H/600/9609
Unit 17	Manage risk in own area of responsibility (Level 4)	4 credits	EV	L/600/9619
Unit 18	Review risk management processes in own area of responsibility (Level 4)	3 credits	EV	L/600/9622
Unit 19	Implement change in own area of responsibility (Level 4)	6 credits	EV	M/600/9659
Unit 20	Develop working relationships with colleagues and stakeholders (Level 4)	4 credits	EV	K/600/9661
Unit 21	Recruit staff in own area of responsibility (Level 5)	4 credits	EV	T/600/9663
Unit 22	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 23	Support learning and development within own area of responsibility (Level 4)	5 credits	EV	M/600/9676
Unit 24	Address performance problems affecting team members (Level 4)	3 credits	EV	F/600/9679
Unit 25	Build, support and manage a team (Level 4)	4 credits	EV	F/600/9682
Unit 26	Support individuals to develop and take responsibility for their performance (Level 4)	4 credits	EV	D/600/9690
Unit 27	Know how to follow disciplinary procedures (Level 4)	4 credits	EV	H/600/9691
Unit 28	Managing grievance procedures (Level 4)	3 credits	EV	K/600/9692
Unit 29	Support the management of redundancies in own area of responsibility (Level 4)	3 credits	EV	M/600/9693
Unit 30	Develop and implement a risk assessment plan in own area of responsibility (Level 4)	6 credits	EV	L/600/9703
Unit 31	Manage physical resources (Level 4)	3 credits	EV	K/600/9711
Unit 32	Manage the environmental impact of work activities (Level 4)	5 credits	EV	M/600/9712
Unit 33	Manage a tendering process (Level 4)	4 credits	EV	H/600/9738
Unit 34	Plan and manage a project (Level 4)	8 credits	EV	J/600/9750
Unit 35	Develop and implement marketing plans (Level 4)	6 credits	EV	K/600/9790
Unit 36	Analyse the market in which your organisation operates (Level 4)	5 credits	EV	M/600/9791
Unit 37	Manage the achievement of customer satisfaction (Level 4)	5 credits	EV	A/600/9793
Unit 38	Prepare for and support quality audits (Level 4)	4 credits	EV	Y/600/9798
Unit 39	Inform strategic decision-making (Level 6)	7 credits	EV	D/600/9592
Unit 40	Support the culture of an organisation (Level 6)	5 credits	EV	M/600/9614

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 41	Lead innovation within an organisation (Level 6)	10 credits	EV	D/600/9642
Unit 42	Manage a budget for own area or activity of work (Level 5)	7 credits	EV	A/600/9695
Unit 43	Outsource organisational processes (Level 6)	8 credits	EV	T/600/9744
Unit 44	Manage a programme of complementary projects (Level 6)	8 credits	EV	K/600/9756
03369	**OCR Level 7 NVQ Diploma in Management**		**45 credits**	**501/0500/0**
Last date to make entries is 28 February 2015. Made up of: • Units 1–3 (27 credits) • 18 credits from Units 4–17.				
Unit 1	Develop a strategic business plan (Level 7)	8 credits	EV	H/600/9593
Unit 2	Develop strategic direction and leadership (Level 7)	10 credits	EV	J/600/9604
Unit 3	Lead change in an organisation (Level 7)	9 credits	EV	L/600/9653
Unit 4	Put a strategic business plan into action (Level 7)	8 credits	EV	F/600/9598
Unit 5	Establish policies and procedures (Level 7)	8 credits	EV	R/600/9606
Unit 6	Plan an organisation's workforce (Level 7)	9 credits	EV	J/600/9666
Unit 7	Obtain additional finance for an organisation (Level 7)	10 credits	EV	R/600/9699
Unit 8	Promote knowledge management across an organisation (Level 7)	7 credits	EV	J/600/9733
Unit 9	Manage quality systems (Level 7)	10 credits	EV	L/600/9796
Unit 10	Design and manage the business processes (Level 7)	6 credits	EV	A/600/9762
Unit 11	Improve organisational performance (Level 7)	10 credits	EV	J/600/9795
Unit 12	Inform strategic decision-making (Level 6)	7 credits	EV	D/600/9592
Unit 13	Support the culture of an organisation (Level 6)	5 credits	EV	M/600/9614
Unit 14	Lead innovation within an organisation (Level 6)	10 credits	EV	D/600/9642
Unit 15	Manage a budget for own area or activity of work (Level 5)	7 credits	EV	A/600/9695
Unit 16	Outsource organisational processes (Level 6)	8 credits	EV	T/600/9744
Unit 17	Manage a programme of complementary projects (Level 6)	8 credits	EV	K/600/9756
09879	**OCR Level 3 Certificate in Management**		**13 credits**	**600/2450/1**
Made up of: • Units 31–33 (10 credits) • The remaining 3 credits from either Units 21 or 34.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
09878	**OCR Level 2 Certificate in Team Leading**		**13 credits**	**600/2420/3**
Made up of: • Units 21–23 (10 credits) • The remaining 3 credits from either Units 24 or 31.				
Unit 21	Developing working relationships with team members (Level 2)	3 credits	EV	D/602/0401
Unit 22	Key principles of team leading (Level 2)	4 credits	EV	D/602/0379
Unit 23	Managing personal development (Level 2)	3 credits	EV	Y/602/0400
Unit 24	Developing a team (Level 2)	3 credits	EV	H/602/0402
Unit 31	Gaining results from your team (Level 3)	3 credits	EV	F/602/0407
Unit 32	Improving your own management and leadership performance (Level 3)	2 credits	EV	H/602/0416
Unit 33	Key principles of management and leadership (Level 3)	5 credits	EV	R/602/0413
Unit 34	Principles of working with and supervising others in a business environment (Level 3)	3 credits	EV	H/601/7645
10336	**OCR Level 5 Diploma in Management and Leadership**		**40 credits**	**600/8227/6**
Made up of: • Unit 1 (10 credits) • 30 credits from Units 2–14.				
Unit 1	Principles of management and leadership	10 credits	EV	R/602/1366
Unit 2	Managing communications at work	5 credits	EV	F/602/1878
Unit 3	Personal development	5 credits	EV	J/602/1431
Unit 4	Leadership in your organisation	5 credits	EV	M/602/1438
Unit 5	Management of change	5 credits	EV	A/602/1443
Unit 6	Managing projects	10 credits	EV	R/602/1464
Unit 7	Developing successful business teams	5 credits	EV	D/602/1466
Unit 8	Managing decision making	10 credits	EV	K/602/2054
Unit 9	Recruitment and selection	5 credits	EV	J/602/1879
Unit 10	Managing staff performance	5 credits	EV	M/602/1469
Unit 11	Quality management in an organisation	5 credits	EV	Y/602/1479
Unit 12	Managing budgets	5 credits	EV	R/602/1481
Unit 13	Managing innovation in an organisation	5 credits	EV	D/602/1483
Unit 14	Principles of strategic management	5 credits	EV	A/602/1488

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10386	**OCR Level 2 Diploma in Team Leading**		**40 credits**	**601/3805/1**
Made up of: • Units 1–5 • A minimum of 12 credits from Units 6–17 • A maximum of 6 credits from Units 18–28. A minimum of 40 credits must be achieved at Level 2 or above. Barred combinations: • Only one of Units 7 and 12 • Only one of Units 8 and 9.				
Unit 1	Manage personal performance and development (Level 2)	4 credits	EV	L/506/1788
Unit 2	Communicate work-related information (Level 2)	4 credits	EV	T/506/1798
Unit 3	Lead and manage a team (Level 2)	5 credits	EV	H/506/1800
Unit 4	Principles of team leading (Level 2)	5 credits	EV	R/506/2294
Unit 5	Understand business (Level 2)	4 credits	EV	R/506/2957
Unit 6	Develop working relationships with colleagues (Level 2)	3 credits	EV	R/506/1789
Unit 7	Contribute to meetings in a business environment (Level 2)	3 credits	EV	Y/506/2958
Unit 8	Principles of equality and diversity in the workplace (Level 2)	2 credits	EV	J/506/1806
Unit 9	Promote equality, diversity and inclusion in the workplace (Level 3)	3 credits	EV	T/506/1820
Unit 10	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 11	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 12	Chair and lead meetings (Level 3)	3 credits	EV	Y/506/1924
Unit 13	Encourage innovation (Level 3)	4 credits	EV	J/506/2292
Unit 14	Manage conflict within a team (Level 3)	5 credits	EV	K/506/1927
Unit 15	Procure products and/or services (Level 3)	5 credits	EV	M/506/1928
Unit 16	Collaborate with other departments (Level 3)	3 credits	EV	M/506/1931
Unit 17	Participate in a project (Level 3)	3 credits	EV	F/506/1934
Unit 18	Health and safety procedures in the workplace (Level 2)	2 credits	EV	T/505/4673
Unit 19	Store and retrieve information (Level 2)	4 credits	EV	R/506/1811
Unit 20	Handle mail (Level 2)	3 credits	EV	D/506/1813
Unit 21	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 22	Deliver customer service (Level 2)	5 credits	EV	A/506/2130
Unit 23	Understand customers (Level 2)	2 credits	EV	F/506/2131
Unit 24	Resolve customer service problems (Level 2)	5 credits	EV	A/506/2158
Unit 25	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 26	Develop a presentation (Level 3)	3 credits	EV	K/506/1913
Unit 27	Deliver a presentation (Level 3)	3 credits	EV	M/506/1914
Unit 28	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10387	**OCR Level 3 Diploma in Management**		**55 credits**	**601/3806/3**
Made up of: • Units 1–5 • A minimum of 17 credits from Units 6–32 • A maximum of 7 credits from Units 33–45. A minimum of 48 credits must be achieved at Level 3 or above. Barred combinations: • Only one of Units 17 and 28.				
Unit 1	Manage personal and professional development (Level 3)	3 credits	EV	T/506/2952
Unit 2	Manage team performance (Level 3)	4 credits	EV	A/506/1821
Unit 3	Principles of leadership and management (Level 3)	8 credits	EV	F/506/2596
Unit 4	Principles of people management (Level 3)	6 credits	EV	R/506/1937
Unit 5	Principles of business (Level 3)	10 credits	EV	D/506/1942
Unit 6	Promote equality, diversity and inclusion in the workplace (Level 3)	3 credits	EV	T/506/1820
Unit 7	Manage individuals' performance (Level 3)	4 credits	EV	J/506/1921
Unit 8	Manage individuals' development in the workplace (Level 3)	3 credits	EV	L/506/1922
Unit 9	Chair and lead meetings (Level 3)	3 credits	EV	Y/506/1924
Unit 10	Encourage innovation (Level 3)	4 credits	EV	J/506/2292
Unit 11	Manage conflict within a team (Level 3)	5 credits	EV	K/506/1927
Unit 12	Procure products and/or services (Level 3)	5 credits	EV	M/506/1928
Unit 13	Implement change (Level 3)	5 credits	EV	T/506/1929
Unit 14	Implement and maintain business continuity plans and processes (Level 3)	4 credits	EV	K/506/1930
Unit 15	Collaborate with other departments (Level 3)	3 credits	EV	M/506/1931
Unit 16	Support remote or virtual teams (Level 3)	4 credits	EV	A/506/1933
Unit 17	Participate in a project (Level 3)	3 credits	EV	F/506/1934
Unit 18	Develop and maintain professional networks (Level 4)	3 credits	EV	J/506/1949
Unit 19	Develop and implement an operational plan (Level 4)	5 credits	EV	Y/506/1955
Unit 20	Encourage learning and development (Level 4)	3 credits	EV	M/506/1962
Unit 21	Discipline and grievance management (Level 4)	3 credits	EV	A/506/1981
Unit 22	Develop working relationships with stakeholders (Level 4)	4 credits	EV	F/506/1982
Unit 23	Manage physical resources (Level 4)	4 credits	EV	K/506/1989
Unit 24	Manage the impact of work activities on the environment (Level 4)	4 credits	EV	J/506/2907
Unit 25	Prepare for and support quality audits (Level 4)	3 credits	EV	K/506/1992
Unit 26	Conduct quality audits (Level 4)	3 credits	EV	T/506/1994
Unit 27	Manage a budget (Level 4)	4 credits	EV	A/506/1995
Unit 28	Manage a project (Level 4)	7 credits	EV	R/506/1999
Unit 29	Manage business risk (Level 4)	6 credits	EV	L/506/2004
Unit 30	Manage knowledge in an organisation (Level 4)	5 credits	EV	A/506/2032
Unit 31	Recruitment, selection and induction practice (Level 4)	6 credits	EV	R/506/2909

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 32	Manage redundancy and redeployment (Level 4)	6 credits	EV	M/506/2044
Unit 33	Buddy a colleague to develop their skills (Level 2)	3 credits	EV	M/506/1895
Unit 34	Contribute to the improvement of business performance (Level 3)	6 credits	EV	D/506/1911
Unit 35	Negotiate in a business environment (Level 3)	4 credits	EV	H/506/1912
Unit 36	Develop a presentation (Level 3)	3 credits	EV	K/506/1913
Unit 37	Deliver a presentation (Level 3)	3 credits	EV	M/506/1914
Unit 38	Contribute to the development and implementation of an information system (Level 3)	6 credits	EV	A/506/1916
Unit 39	Resolve customers' problems (Level 3)	4 credits	EV	K/506/2169
Unit 40	Resolve customers' complaints (Level 3)	4 credits	EV	R/506/2151
Unit 41	Gather, analyse and interpret customer feedback (Level 3)	5 credits	EV	D/506/2170
Unit 42	Employee rights and responsibilities (Level 2)	2 credits	EV	L/506/1905
Unit 43	Health and safety procedures in the workplace (Level 2)	2 credits	EV	T/505/4673
Unit 44	Manage events (Level 4)	6 credits	EV	M/506/1959
Unit 45	Review the quality of customer service (Level 4)	4 credits	EV	F/506/2176
10388	**OCR Level 5 NVQ Diploma in Management and Leadership**		**53 credits**	**601/3807/5**
Made up of: • Units 1–4 • A minimum of 23 credits from Units 5–29 • A maximum of 8 credits from Units 30–37. A minimum of 30 credits must be achieved at Level 5 or above.				
Unit 1	Contribute to the development of a strategic plan (Level 5)	5 credits	EV	A/506/2046
Unit 2	Design business processes (Level 5)	5 credits	EV	D/506/2055
Unit 3	Manage strategic change (Level 5)	7 credits	EV	H/506/2056
Unit 4	Provide leadership and management (Level 4)	5 credits	EV	L/506/1953
Unit 5	Establish business risk management processes (Level 5)	5 credits	EV	J/506/2048
Unit 6	Promote equality of opportunity, diversity and inclusion (Level 5)	5 credits	EV	R/506/2053
Unit 7	Develop and manage collaborative relationships with other organisations (Level 5)	5 credits	EV	T/506/2059
Unit 8	Optimise the use of technology (Level 5)	6 credits	EV	F/506/2064
Unit 9	Manage product and/or service development (Level 5)	5 credits	EV	Y/506/2068
Unit 10	Manage strategic marketing activities (Level 5)	7 credits	EV	L/506/2293
Unit 11	Develop and maintain professional networks (Level 4)	3 credits	EV	J/506/1949
Unit 12	Develop and implement an operational plan (Level 4)	5 credits	EV	Y/506/1955
Unit 13	Encourage learning and development (Level 4)	3 credits	EV	M/506/1962
Unit 14	Discipline and grievance management (Level 4)	3 credits	EV	A/506/1981
Unit 15	Develop working relationships with stakeholders (Level 4)	4 credits	EV	F/506/1982
Unit 16	Manage a tendering process (Level 4)	4 credits	EV	L/506/1984
Unit 17	Manage physical resources (Level 4)	4 credits	EV	K/506/1989

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 18	Manage the impact of work activities on the environment (Level 4)	4 credits	EV	J/506/2907
Unit 19	Prepare for and support quality audits (Level 4)	3 credits	EV	K/506/1992
Unit 20	Conduct quality audits (Level 4)	3 credits	EV	T/506/1994
Unit 21	Manage a budget (Level 4)	4 credits	EV	A/506/1995
Unit 22	Manage a project (Level 4)	7 credits	EV	R/506/1999
Unit 23	Manage business risk (Level 4)	6 credits	EV	L/506/2004
Unit 24	Manage knowledge in an organisation (Level 4)	5 credits	EV	A/506/2032
Unit 25	Recruitment, selection and induction (Level 4)	6 credits	EV	R/506/2909
Unit 26	Manage redundancy and redeployment (Level 4)	6 credits	EV	M/506/2044
Unit 27	Lead the development of a knowledge management strategy (Level 7)	7 credits	EV	D/506/2959
Unit 28	Lead the development of a quality strategy (Level 7)	4 credits	EV	J/506/2101
Unit 29	Lead the development of a continuous improvement strategy (Level 7)	5 credits	EV	F/506/2114
Unit 30	Manage health and safety in own area of responsibility (Level 4)	5 credits	EV	D/504/4056
Unit 31	Contribute to the design and development of an information system (Level 4)	5 credits	EV	A/506/1950
Unit 32	Manage information systems (Level 4)	6 credits	EV	F/506/1951
Unit 33	Manage events (Level 4)	6 credits	EV	M/506/1959
Unit 34	Manage customer service operations (Level 4)	7 credits	EV	M/506/2898
Unit 35	Review the quality of customer service (Level 4)	4 credits	EV	F/506/2176
Unit 36	Developing sales proposals (Level 4)	5 credits	EV	A/502/8656
Unit 37	Prioritising information for sales planning (Level 4)	3 credits	EV	D/502/8651
10389	**OCR Level 7 NVQ Diploma in Strategic Management and Leadership**		**45 credits**	**601/3808/7**
Made up of: • Units 1–3 • A minimum of 29 credits from Units 4–18. A minimum of 35 credits must be achieved at Level 7.				
Unit 1	Develop a strategic business plan (Level 7)	5 credits	EV	K/506/2074
Unit 2	Execute a strategic business plan (Level 7)	5 credits	EV	A/506/2077
Unit 3	Provide strategic leadership and direction (Level 7)	6 credits	EV	R/506/2117
Unit 4	Develop a business strategy (Level 7)	6 credits	EV	Y/506/2071
Unit 5	Establish organisational governance controls (Level 7)	4 credits	EV	F/506/2078
Unit 6	Shape organisational culture and values (Level 7)	5 credits	EV	J/506/2079
Unit 7	Manage strategic human resources (Level 7)	5 credits	EV	A/506/2080
Unit 8	Obtain financial resources (Level 7)	6 credits	EV	J/506/2082
Unit 9	Lead the development of a knowledge management strategy (Level 7)	7 credits	EV	D/506/2959
Unit 10	Lead the development of a quality strategy (Level 7)	4 credits	EV	J/506/2101
Unit 11	Lead the development of a continuous improvement strategy (Level 7)	5 credits	EV	F/506/2114

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 12	Establish business risk management processes (Level 5)	5 credits	EV	J/506/2048
Unit 13	Promote equality of opportunity, diversity and inclusion (Level 5)	5 credits	EV	R/506/2053
Unit 14	Design business processes (Level 5)	5 credits	EV	D/506/2055
Unit 15	Develop and manage collaborative relationships with other organisations (Level 5)	5 credits	EV	T/506/2059
Unit 16	Optimise the use of technology (Level 5)	6 credits	EV	F/506/2064
Unit 17	Manage product and/or service development (Level 5)	5 credits	EV	Y/506/2068
Unit 18	Manage strategic marketing activities (Level 5)	7 credits	EV	L/506/2293

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13.15 Police

Policing (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
03463	**OCR Level 3 Diploma in Policing**		**38 credits**	**500/8021/0**
Made up of: Units 1–10.				
Unit 1	Provide initial support to victims and witnesses	3 credits	EV	R/502/5732
Unit 2	Gather and submit information to support law enforcement objectives	2 credits	EV	D/502/5734
Unit 3	Provide an initial response to incidents	4 credits	EV	H/502/5735
Unit 4	Arrest, detain or report individuals	4 credits	EV	M/502/5737
Unit 5	Conduct priority and volume investigations	5 credits	EV	J/502/5596
Unit 6	Interview victims and witnesses in relation to priority and volume investigations	5 credits	EV	R/502/5598
Unit 7	Interview suspects in relation to priority and volume investigations	5 credits	EV	Y/502/5599
Unit 8	Searching people in a policing context	3 credits	EV	R/502/5603
Unit 9	Search vehicles, premises and open spaces	4 credits	EV	D/502/5605
Unit 10	Manage conflict in a policing context	3 credits	EV	L/502/5731
03358	**OCR Level 3 Certificate in Policing (Police Community Support Officers)**		**18 credits**	**500/9315/0**
Made up of: Units 1–6.				
Unit 1	Communicate effectively with people maintaining the security of information	3 credits	EV	F/601/2422
Unit 2	Provide initial support to victims and witnesses	3 credits	EV	R/502/5732
Unit 3	Gather and submit information to support law enforcement objectives	2 credits	EV	D/502/5734
Unit 4	Provide an initial response to incidents	3 credits	EV	H/601/4793
Unit 5	Prepare for, and participate in, planned enforcement operations	4 credits	EV	D/601/4842
Unit 6	Manage conflict in a policing context	3 credits	EV	L/502/5731
04689	**OCR Level 4 Certificate in Police First Line Management**		**25 credits**	**501/0463/9**
Made up of: Units 1–6.				
Unit 1	Conduct intelligence-driven briefing, tasking and debriefing	3 credits	EV	R/601/3624
Unit 2	Prepare for, monitor and maintain, law enforcement operations	5 credits	EV	K/601/3659

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 3	Set objectives and provide support for team members	5 credits	EV	M/600/9600
Unit 4	Manage personal development	4 credits	EV	F/600/9469
Unit 5	Supervise investigations and investigators	4 credits	EV	J/601/4804
Unit 6	Supervise the response to critical incidents	4 credits	EV	M/601/4795
04690	**OCR Level 5 Certificate in Police Management**		**29 credits**	**501/0625/9**
Made up of: • Units 1–5 (25 credits) • 4 credits from Units 6–11. At least 15 credits must be at Level 5.				
Unit 1	Identify and manage operational threats and risks (Level 5)	5 credits	EV	D/601/3657
Unit 2	Manage own professional development within an organisation (Level 3)	4 credits	EV	L/600/9586
Unit 3	Develop and evaluate operational plans for own area of responsibility (Level 5)	6 credits	EV	Y/600/9588
Unit 4	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 5	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 6	Manage a budget for own area or activity of work (Level 5)	7 credits	EV	A/600/9695
Unit 7	Plan and deploy resources for law enforcement operations (Level 5)	4 credits	EV	L/601/3654
Unit 8	Determine and review authorisations (Level 5)	4 credits	EV	R/601/3655
Unit 9	Plan law enforcement operations (Level 5)	4 credits	EV	H/601/3658
Unit 10	Provide information to support decision making (Level 5)	5 credits	EV	L/601/4089
Unit 11	Manage investigations in own area of responsibility (Level 5)	5 credits	EV	L/601/4805
10333	**OCR Level 3 Certificate in Knowledge of Policing**		**23 credits**	**600/7054/7**
Made up of: • Units 1–10.				
Unit 1	Knowledge of providing initial support to victims and witnesses within a policing context	1 credit	M	Y/503/6540
Unit 2	Knowledge of gathering and submitting information to support law enforcement objectives within a policing context	1 credit	M	D/503/6541
Unit 3	Knowledge of providing an initial response to incidents within a policing context	2 credits	M	H/503/6542
Unit 4	Knowledge of conducting priority and volume investigations within a policing context	4 credits	M	T/503/6545
Unit 5	Knowledge of interviewing victims and witnesses within a	3 credits	M	A/503/6546

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Entry code	Qualification title	Credit value	Assessment	Qualification number
	policing context			
Unit 6	Knowledge of interviewing suspects in relation to priority and volume investigations within a policing context	3 credits	M	F/503/6547
Unit 7	Knowledge of searching individuals within a policing context	2 credits	M	L/503/6549
Unit 8	Knowledge of searching vehicles, premises and open spaces within a policing context	2 credits	M	F/503/6550
Unit 9	Knowledge of managing conflict within a policing context	2 credits	M	Y/503/6554
Unit 10	Knowledge of arresting, detaining and reporting individuals within a policing context	3 credits	M	F/503/6967

13.16 Product Design and Development

New Product Design and Development (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10258	**OCR Level 2 Award in New Product Design and Development**		**10 credits**	**600/3845/7**
Made up of Units 1–3.				
10259	**OCR Level 2 Certificate in New Product Design and Development**		**29 credits**	**600/3712/X**
Made up of Units 1–6 and Unit 9.				
10260	**OCR Level 2 Diploma in New Product Design and Development**		**56 credits**	**600/3737/4**
Made up of Units 1–13.				
Unit 1	Develop preliminary specification and plans from a design brief	3 credits	EV	A/503/5851
Unit 2	Research techniques in design	3 credits	EV	J/503/5853
Unit 3	Concept development	4 credits	EV	L/503/5854
Unit 4	Application of maths within design	5 credits	EV	Y/503/5856
Unit 5	3D realisation for product development	4 credits	EV	D/503/5857
Unit 6	3D solid modelling	5 credits	EV	K/503/5859
Unit 7	Creating drawings from 3D solid models	2 credits	EV	D/503/5860
Unit 8	Creating 3D CAD assemblies	2 credits	EV	H/503/5861
Unit 9	An introduction to rapid prototyping and additive manufacturing	5 credits	EV	K/503/5862
Unit 10	Materials and material application	7 credits	EV	M/503/5863
Unit 11	An introduction to manufacturing techniques for product production	6 credits	EV	T/503/5864
Unit 12	Personal and professional communication development	4 credits	EV	A/503/5865
Unit 13	Introduction to business enterprise	6 credits	EV	F/503/5866

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13.17 Retail

Retail Knowledge (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
01766	**OCR Level 2 Award in Retail Knowledge**		**9 credits**	**500/6718/7**
Made up of: • 2 credits from Units 1–4 • 7 credits from Units 1–8.				
01767	**OCR Level 2 Certificate in Retail Knowledge**		**14 credits**	**500/6736/9**
Made up of: • Units 1–4 (10 credits) • 4 credits from Units 5–8.				
Unit 1	Understanding customer service in the retail sector	3 credits	CB	M/502/5821
Unit 2	Understanding how a retail business maintains health and safety on its premises	2 credits	CB	A/502/5823
Unit 3	Understanding the retail selling process	2 credits	CB	A/502/5806
Unit 4	Understanding how individuals and teams contribute to the effectiveness of a retail business	3 credits	CB	J/502/5789
Unit 5	Understanding retail consumer law	2 credits	CB	D/502/5801
Unit 6	Understanding the handling of customer payments in a retail business	2 credits	CB	H/502/5797
Unit 7	Understanding security and loss prevention in a retail business	2 credits	CB	K/502/5817
Unit 8	Understanding the control, receipt and storage of stock in a retail business	2 credits	CB	F/502/5810
10360	**OCR Level 2 Award in Retail Knowledge**		**9 credits**	**500/6718/7**
Made up of: • 2 credits from Units 1–4 • 7 credits from Units 1–8.				
10361	**OCR Level 2 Certificate in Retail Knowledge**		**14 credits**	**500/6736/9**
Made up of: • Units 1–4 (10 credits) • 4 credits from Units 5–8.				
Unit 1	Understanding customer service in the retail sector	3 credits	M	M/502/5821
Unit 2	Understanding how a retail business maintains health and safety on its premises	2 credits	M	A/502/5823
Unit 3	Understanding the retail selling process	2 credits	M	A/502/5806

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 4	Understanding how individuals and teams contribute to the effectiveness of a retail business	3 credits	M	J/502/5789
Unit 5	Understanding retail consumer law	2 credits	M	D/502/5801
Unit 6	Understanding the handling of customer payments in a retail business	2 credits	M	H/502/5797
Unit 7	Understanding security and loss prevention in a retail business	2 credits	M	K/502/5817
Unit 8	Understanding the control, receipt and storage of stock in a retail business	2 credits	M	F/502/5810
01768	**OCR Level 3 Award in Retail Knowledge**		**5 credits**	**500/6704/7**
Made up of: 5 credits from Units 1–7.				
01769	**OCR Level 3 Certificate in Retail Knowledge**		**16 credits**	**500/6737/0**
Made up of: • Units 1, 3, 5 and 7 (10 credits) • At least 6 credits from Units 2, 4, 6.				
Unit 1	Understanding customer service in the retail sector	2 credits	CB	K/502/5803
Unit 2	Understanding how the smooth operation of a payment point is maintained	3 credits	CB	M/502/5799
Unit 3	Understanding the management of risks to health and safety on the premises of a retail business	2 credits	CB	F/502/5824
Unit 4	Understanding security and loss prevention in a retail business	3 credits	CB	M/502/5818
Unit 5	Understanding the retail selling process	2 credits	CB	F/502/5807
Unit 6	Understanding the management of stock in a retail business	3 credits	CB	L/502/5826
Unit 7	Understanding the development of personal and team effectiveness in a retail business	4 credits	CB	A/502/5787
06525	**◊ OCR Level 3 Certificate in Retail Skills (Management)**		**31 credits**	**500/2867/4**
Certification only: last certification date is 31 December 2014.				
06515	**◊ OCR Level 3 Diploma in Retail Skills (Management)**		**43 credits**	**500/2891/1**
Certification only: last certification date is 31 December 2014.				
06528	**◊ OCR Level 3 Certificate in Retail Skills (Sales Professional)**		**31 credits**	**500/2918/6**
Certification only: last certification date is 31 December 2014.				
06530	**◊ OCR Level 3 Diploma in Retail Skills (Sales Professional)**		**40 credits**	**500/2876/5**
Certification only: last certification date is 31 December 2014.				
06529	**◊ OCR Level 3 Certificate in Retail Skills (Visual Merchandising)**		**31 credits**	**500/2868/6**
Certification only: last certification date is 31 December 2014.				
06534	**◊ OCR Level 3 Diploma in Retail Skills (Visual Merchandising)**		**53 credits**	**500/2869/8**
Certification only: last certification date is 31 December 2014.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10284	**OCR Level 1 Award in Retail Skills**		**7 credits**	**600/3884/6**
Made up of: 7 credits from any Level 1 units (excluding Unit E3).				
10285	**OCR Level 1 Certificate in Retail Skills**		**19 credits**	**600/3883/4**
Made up of: • Unit E3 (7 credits) • 5 credits from any Level 1 units • 7 credits from any remaining Level 1 and Level 2 units (excluding Units B13, B17, C17, C22 and E19) • A maximum of 7 credits can come from Level 2 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10286	**OCR Level 1 Diploma in Retail Skills**		**37 credits**	**600/3882/2**
Made up of: • Unit E3 (7 credits) • 15 credits from any Level 1 units • 15 credits from any remaining Level 1 and Level 2 units (excluding E19) • A maximum of 15 credits can come from Level 2 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10287	**OCR Level 2 Award in Retail Skills**		**9 credits**	**600/3837/8**
Made up of: 9 credits from any Level 2 units (excluding Units B18–9 and B31–4).				
10288	**OCR Level 2 Certificate in Retail Skills**		**24 credits**	**600/3838/X**
Made up of: • Unit E19 (8 credits) • 7 credits from any Level 2 units • 9 credits from specific Level 1, 2 or 3 units • A maximum of 9 credits can come from Level 1 and 3 units, of which a maximum of 5 credits can come from Level 1 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10289	**OCR Level 2 Diploma in Retail Skills**		**37 credits**	**600/3839/1**
Made up of: • Unit E19 (8 credits) • 14 credits from any Level 2 units • 15 credits from specific Level 1, 2 or 3 units • A maximum of 15 credits can come from Level 1 and 3 units, of which a maximum of 5 credits can come from Level 1 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10290	**OCR Level 3 Certificate in Retail Skills (Management)**		**31 credits**	**600/3840/8**
Made up of: • Unit E8 (10 credits) • 21 credits from specific groupings of Level 3 units (maximum or minimum credits apply to each group) • Please refer to the qualification-specific pages of the OCR website for rules of combination.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10293	**OCR Level 3 Diploma in Retail Skills (Management)**		**43 credits**	**600/3841/X**
Made up of: • Unit E8 (10 credits) • 33 credits from specific groupings of Level 3 units (maximum or minimum credits apply to each group) • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10291	**OCR Level 3 Certificate in Retail Skills (Sales Professional)**		**31 credits**	**600/3945/0**
Made up of: • Unit E8 (10 credits) • 21 credits from specific Level 2 and 3 units, with a minimum of 11 credits from Level 3 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10294	**OCR Level 3 Diploma in Retail Skills (Sales Professional)**		**43 credits**	**600/3843/3**
Made up of: • Unit E8 (10 credits) • 33 credits from specific groupings of Level 2 and 3 units (maximum or minimum credits apply to each group), with a minimum of 23 credits from Level 3 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10292	**OCR Level 3 Certificate in Retail Skills (Visual Merchandising)**		**31 credits**	**600/3881/0**
Made up of: • Unit E8 (10 credits) • 21 credits from specific Level 2 and 3 units, with a minimum of 10 credits from Level 3 units • A maximum of 11 credits can come from Level 2 • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
10295	**OCR Level 3 Diploma in Retail Skills (Visual Merchandising)**		**53 credits**	**600/3842/1**
Made up of: • Unit E8 (10 credits) • 43 credits from specific groupings of Level 2 and 3 units (maximum or minimum credits apply to each group), with a minimum of 32 credits from Level 3 units • Please refer to the qualification-specific pages of the OCR website for rules of combination.				
Level 1 units				
B1	Move goods and materials manually in a retail environment	3 credits	EV	F/503/5656
B2	Keep stock at required levels in a retail environment	3 credits	EV	J/503/5657
B8	Sort donated goods for resale or recycling in a retail environment	3 credits	EV	D/503/5664
B20	Maintain food safety while working with food in a retail environment	5 credits	EV	F/503/5673
B29	Load orders for despatch from a retail store to customers	3 credits	EV	Y/503/5677
C44	Provide a counter and takeaway service	3 credits	EV	L/601/5016
C51	Contribute to monitoring and maintaining ease of shopping in a retail sales area	2 credits	EV	K/503/5716

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Entry code	Qualification title	Credit value	Assessment	Qualification number
E1	Recognise and report security risks in a retail environment	4 credits	EV	F/503/5723
E2	Comply with workplace health and safety requirements in a retail environment	5 credits	EV	J/503/5724
E3	Work effectively in a retail team	7 credits	EV	L/503/5725
E4	Keep the non-food retail environment clean and tidy	3 credits	EV	R/503/5726
Level 2 units				
B3	Receive goods and materials into storage in a retail environment	4 credits	EV	R/503/5659
B4	Place goods and materials into storage in a retail environment	4 credits	EV	J/503/5660
B5	Keep stock on sale at required levels in a retail environment	3 credits	EV	L/503/5661
B6	Process customer orders for goods in a retail environment	3 credits	EV	R/503/5662
B7	Process returned goods in a retail environment	3 credits	EV	Y/503/5663
B9	Assemble products for display in a retail environment	2 credits	EV	H/503/5665
B11	Hand-process fish in a retail environment	6 credits	EV	K/503/5666
B12	Process greengrocery products for sale in a retail environment	7 credits	EV	M/503/5667
B13	Finish meat products by hand in a retail environment	9 credits	EV	T/503/5668
B17	Organise own work to meet a dough production schedule in a retail environment	10 credits	EV	A/503/5672
B18	Select, weigh and measure bakery ingredients	3 credits	EV	D/601/4551
B19	Hand-divide, mould and shape fermented dough	4 credits	EV	T/601/4555
B21	Maintain food safety while working with food in a retail environment	6 credits	EV	J/503/5674
B28	Pick products in a retail environment to fulfil customer orders	4 credits	EV	R/503/5676
B30	Check stock levels and sort out problems with stock levels in a retail environment	2 credits	EV	D/503/5678
B31	Maintain moisture levels for crops or plants	2 credits	EV	R/502/0854
B32	Provide nutrients to crops or plants	2 credits	EV	L/502/0853
B33	Remove unwanted plant growth to maintain development	5 credits	EV	Y/502/1214
B34	Identify and report the presence of pests, diseases and disorders	3 credits	EV	K/502/1511
B35	Finish bake-off food products in a retail environment	3 credits	EV	H/503/5679
B36	Glaze, coat or decorate bake-off products for sale in a retail environment	3 credits	EV	Y/503/5680

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Entry code	Qualification title	Credit value	Assessment	Qualification number
C2	Display stock to promote sales to customers in a retail environment	5 credits	EV	M/503/5684
C3	Help customers to choose products in a retail environment	6 credits	EV	T/503/5685
C4	Carry out promotional campaigns in a retail environment	4 credits	EV	A/503/5686
C5	Deal with customer queries and complaints in a retail environment	4 credits	EV	F/503/5687
C6	Demonstrate products to customers in a retail environment	3 credits	EV	J/503/5688
C8	Process payments for purchases in a retail environment	4 credits	EV	L/503/5689
C9	Process applications for credit agreements offered in a retail environment	5 credits	EV	F/503/5690
C12	Promote loyalty schemes to customers in a retail environment	3 credits	EV	J/503/5691
C17	Provide a bra fitting service in a retail environment	10 credits	EV	Y/503/5694
C18	Follow guidelines for planning and preparing visual merchandising displays	5 credits	EV	D/503/5695
C19	Dress visual merchandising displays to attract customers	7 credits	EV	H/503/5696
C20	Order and position signage and graphics for visual merchandising displays	3 credits	EV	K/503/5697
C21	Dismantle and store props and graphics from visual merchandising displays	3 credits	EV	M/503/5698
C22	Make props and decorate fixtures and panels for visual merchandising displays	10 credits	EV	T/503/5699
C23	Assemble visual merchandising displays	4 credits	EV	D/503/5700
C36	Follow point-of-sale procedures for age-restricted products in a retail environment	2 credits	EV	J/503/5707
C37	Provide National Lottery products to customers	4 credits	EV	L/503/5708
C39	Enable customers to dispense motor fuel on a forecourt	7 credits	EV	L/504/3744
C42	Advise customers on the fixing and care of tiles	6 credits	EV	R/503/5709
C46	Cash up in a retail environment	2 credits	EV	L/503/5711
C47	Promote a retail store's credit card to customers in a retail environment	3 credits	EV	R/503/5712
C48	Provide service to customers in a dressing room in a retail environment	3 credits	EV	Y/503/5713
C49	Promote food or drink products by offering samples to customers	2 credits	EV	D/503/5714
C50	Deliver goods from a retail environment to the customer’s delivery address	3 credits	EV	H/503/5715
C52	Help customers to apply for a retail store's credit card and associated insurance products	4 credits	EV	M/503/5717

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Entry code	Qualification title	Credit value	Assessment	Qualification number
C54	Help customers to choose delicatessen products in a retail environment	3 credits	EV	T/503/5718
C55	Portion delicatessen products to meet customer requirements in a retail environment	2 credits	EV	A/503/5719
C56	Merchandise plants and other relevant products	6 credits	EV	J/502/0771
C59	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	4 credits	EV	T/503/5721
C60	Operate a customer record card system on a beauty counter in a retail environment	2 credits	EV	A/503/5722
D1	Give customers a positive impression of yourself and your organisation	5 credits	EV	L/601/0933
E6	Protect own and others' health and safety when working in a retail environment	5 credits	EV	Y/503/5727
E7	Reduce security risks in a retail environment	5 credits	EV	D/503/5728
E19	Work effectively in a retail team	8 credits	EV	T/503/5735
E20	Prepare newspapers and magazines for return to merchandisers	2 credits	EV	A/503/5736
E22	Check the accuracy of records of hours worked by staff in a retail environment	4 credits	EV	J/503/5738
Level 3 units				
B15	Audit stock levels and stock inventories in a retail environment	6 credits	EV	A/503/5669
B16	Source required goods and services in a retail environment	10 credits	EV	T/503/5671
B22	Monitor and help improve food safety in a retail environment	11 credits	EV	L/503/5675
B37	Manage staff to receive goods in a retail environment	5 credits	EV	D/503/5681
B38	Organise and monitor the storage of stock in a retail environment	6 credits	EV	H/503/5682
C13	Maintain the availability of goods on display in a retail environment to promote sales	6 credits	EV	L/503/5692
C16	Manage the payment transaction process in a retail environment	9 credits	EV	R/503/5693
C24	Choose merchandise to feature in visual merchandising displays	6 credits	EV	H/503/5701
C25	Manage the use of signage and graphics in visual merchandising displays	7 credits	EV	K/503/5702
C26	Evaluate the effectiveness of visual merchandising displays	9 credits	EV	M/503/5703
C27	Manage budgets for visual merchandising projects	10 credits	EV	T/503/5704
C28	Contribute to improving a retail organisation's visual merchandising policy	8 credits	EV	A/503/5705

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Entry code	Qualification title	Credit value	Assessment	Qualification number
C29	Design visual merchandising display layouts	10 credits	EV	F/503/5706
C45	Help customers to choose alcoholic beverages in a retail environment	10 credits	EV	J/503/5710
C58	Help customers to choose specialist products in a retail environment	8 credits	EV	M/503/5720
D5	Organise the delivery of reliable customer service	6 credits	EV	Y/601/1230
D6	Improve the customer relationship	7 credits	EV	H/601/1232
D7	Work with others to improve customer service	8 credits	EV	D/601/1553
D8	Monitor and solve customer service problems	6 credits	EV	J/601/1515
D9	Promote continuous improvement	7 credits	EV	H/601/1554
E8	Work effectively and support others in a retail organisation	10 credits	EV	H/503/5729
E9	Deputise for the leader of a retail team	11 credits	EV	Y/503/5730
E10	Contribute to the continuous improvement of retail operations within own area of responsibility	10 credits	EV	D/503/5731
E11	Manage the prevention of wastage and loss in a retail environment	11 credits	EV	H/503/5732
E12	Produce staffing schedules to help a retail team to achieve its targets	5 credits	EV	K/503/5733
E18	Monitor and maintain health and safety in a retail environment	13 credits	EV	M/503/5734
E21	Monitor and support secure payment point use during trading hours	3 credits	EV	F/503/5737
E23	Set objectives and provide support for team members	5 credits	EV	M/600/9600
E24	Plan, allocate and monitor work of a team	5 credits	EV	Y/600/9669
E25	Make effective decisions	3 credits	EV	F/600/9715
E26	Manage conflict in a team	3 credits	EV	R/600/9685
E27	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4 credits	EV	M/600/9628

13.18 Skills for life

Exercise and fitness (NQF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
01783	**OCR Level 2 Certificate in Fitness Instructing**		**23, 24 or 25 credits**	**500/8136/6**
Certification only: last certification date is 31 December 2015. Made up of: Units 1–4 plus optional units for chosen pathway as shown below. Please refer to the subject-specific pages of the OCR website for rules of combination.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 1	Know how to support clients who take part in exercise and physical activity	2 credits	EV	M/600/9015
Unit 2	Health, safety and welfare in a fitness environment	2 credits	EV	T/600/9016
Unit 3	Principles of exercise, fitness and health	4 credits	EV	A/600/9017
Unit 4	Anatomy and physiology for exercise	6 credits	EV	H/600/9013
Gym-based pathway			**24 credits**	**500/8136/6**
Unit 5	Planning gym-based exercise	4 credits	EV	F/600/9018
Unit 6	Instructing gym-based exercise	6 credits	EV	A/600/9020
Exercise to music pathway			**24 credits**	**500/8136/6**
Unit 7	Planning group exercise to music sessions	4 credits	EV	F/600/9021
Unit 8	Instructing group exercise to music	6 credits	EV	J/600/9022
Water-based exercise pathway			**25 credits**	**500/8136/6**
Unit 9	Planning water-based exercise	5 credits	EV	L/600/9023
Unit 10	Instructing water-based exercise	6 credits	EV	R/600/9024
Exercise and physical activity for children pathway			**23 credits**	**500/8136/6**
Unit 11	Planning health related exercise and physical activity for children	3 credits	EV	A/600/9048
Unit 12	Instructing health related exercise and physical activity to children	6 credits	EV	T/600/9050
01784	**OCR Level 3 Certificate in Personal Training**		**36 credits**	**500/8135/4**
Certification only: last certification date is 31 December 2016. Made up of: Units 1–7.				
Unit 1	Know how to support clients who take part in exercise and physical activity	2 credits	EV	M/600/9015
Unit 2	Health, safety and welfare in a fitness environment	2 credits	EV	T/600/9016
Unit 3	Principles of exercise, fitness and health	4 credits	EV	A/600/9017
Unit 4	Anatomy and physiology for exercise and health	6 credits	EV	A/600/9051
Unit 5	Programming personal training with clients	7 credits	EV	F/600/9052
Unit 6	Delivering personal training sessions	9 credits	EV	J/600/9053
Unit 7	Applying the principles of nutrition to a physical activity programme	6 credits	EV	L/600/9054
03914	**OCR Level 2 NVQ Diploma in Instructing Exercise and Fitness**		**39, 38 or 37 credits**	**501/0105/5**
Certification only: last certification date is 31 December 2015. Made up of: Units 1–5 plus optional units for chosen pathway as shown below. Please refer to the subject-specific pages of the OCR website for rules of combination.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 1	Anatomy and physiology for exercise	6 credits	EV	H/600/9013
Unit 2	Principles of exercise, fitness and health	4 credits	EV	A/600/9017
Unit 3	Promote health, safety and welfare in active leisure and recreation.	4 credits	EV	D/601/4484
Unit 4	Work with clients to help them adhere to exercise and physical activity	4 credits	EV	A/601/7361
Unit 5	Reflect on and develop own practice in providing exercise and physical activity	4 credits	EV	F/601/7362
Gym-based exercise pathway				
Unit 6	Plan and prepare gym-based exercise	9 credits	EV	J/601/7363
Unit 7	Instruct and supervise gym-based exercise	8 credits	EV	L/601/7364
Exercise to music pathway				
Unit 8	Plan and prepare group exercise to music	8 credits	EV	R/601/7365
Unit 9	Instruct group exercise to music	8 credits	EV	Y/601/7366
Water-based exercise pathway				
Unit 10	Plan and prepare water-based exercise	8 credits	EV	D/601/7367
Unit 11	Instruct water-based exercise	8 credits	EV	H/601/7368
Exercise and physical activity for children pathway				
Unit 12	Plan and prepare health related exercise and physical activity for children	8 credits	EV	K/601/7369
Unit 13	Instruct health related exercise and physical activity to children	7 credits	EV	D/601/7370
03915	**OCR Level 3 NVQ Diploma in Personal Training**		**48 credits**	**501/0111/0**
Certification only: last certification date is 31 December 2016. Made up of: Units 1–9 (48 credits) Unit 10 is an additional unit. Credits achieved from this unit are not required to achieve the full qualification.				
Unit 1	Anatomy and physiology for exercise and health	6 credits	EV	A/600/9051
Unit 2	Principles of exercise, fitness and health	4 credits	EV	A/600/9017
Unit 3	Promote health, safety and welfare in active leisure and recreation	4 credits	EV	D/601/4484
Unit 4	Reflect on and develop own practice in providing exercise and physical activity	4 credits	EV	F/601/7362
Unit 5	Motivate clients to maintain long term adherence to exercise and physical activity	4 credits	EV	K/601/7758
Unit 6	Evaluate exercise and physical activity	3 credits	EV	M/601/7759
Unit 7	Design, manage and adapt a personal training programme with clients	6 credits	EV	H/601/7760
Unit 8	Deliver exercise and physical activity as part of a personal training programme	10 credits	EV	K/601/7761

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Apply the principles of nutrition to support client goals as part of an exercise and physical activity programme	7 credits	EV	M/601/7762
Additional unit				
Unit 10	Plan, market and sell services	5 credits	EV	T/601/7763

Sport and Recreation (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
03977	**OCR Level 1 NVQ Award in Sport and Active Leisure**		**10 credits**	**500/9793/3**
Last date to make entries is 31 December 2014. Made up of: • Units 1–3 (7 credits) • 3 credits from Units 4–7.				
Unit 1	Help to provide equipment for active leisure, learning and well-being activities	3 credits	EV	D/600/9608
Unit 2	Help to give good levels of service to participants and customers in active leisure, learning and well-being	2 credits	EV	H/600/9657
Unit 3	Deal with accidents and emergencies	2 credits	EV	D501/5138
Unit 4	Help to plan and prepare an active leisure, learning and well-being session	1 credit	EV	K/600/9613
Unit 5	Help to maintain active leisure, learning and well-being activity equipment	2 credits	EV	D/600/9656
Unit 6	Help to maintain active leisure, learning and well-being facility areas	2 credits	EV	Y/600/9655
Unit 7	Lead an activity within an active leisure, learning and well-being session	2 credits	EV	K/600/9658
03978	**OCR Level 2 NVQ Certificate in Activity Leadership**		**30 credits**	**501/0229/1**
Certification only: last certification date is 31 December 2015. Made up of: • Units 1–6 (25 credits) • At least 2 units from Units 7–18 (minimum 5 credits).				
Unit 1	Prepare for activity sessions	4 credits	EV	F/601/5532
Unit 2	Lead activity sessions	9 credits	EV	J/601/5533
Unit 3	Conclude and review activity sessions	4 credits	EV	L/601/5534
Unit 4	Support the work of the team and organisation	2 credits	EV	Y/601/4483
Unit 5	Promote health, safety and welfare in active leisure and recreation	4 credits	EV	D/601/4484

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 6	Support equality and diversity in active leisure and recreation	2 credits	EV	H/601/4485
Unit 7	Administer finance and information	3 credits	EV	R/601/5535
Unit 8	Contribute to joint working with other organisations	4 credits	EV	Y/601/5536
Unit 9	Support the development of the sport or activity	2 credits	EV	H/601/5538
Unit 10	Look after participants when they are away from home	6 credits	EV	K/601/5539
Unit 11	Enable disabled people to take part in activities	9 credits	EV	D/601/5540
Unit 12	Contribute to adventurous activities	8 credits	EV	H/601/5541
Unit 13	Contribute to participants' personal and social development	5 credits	EV	K/601/5542
Unit 14	Contribute to participants' exploration and understanding of the natural environment	4 credits	EV	M/601/5543
Unit 15	Give customers a positive impression of yourself and your organisation	5 credits	EV	L/601/0933
Unit 16	Set up, take down and store activity equipment	3 credits	EV	K/601/4486
Unit 17	Check and service activity equipment	3 credits	EV	M/601/4487
Unit 18	Contribute to environmental conservation in active leisure and recreation	6 credits	EV	L/601/4495
03979	**OCR Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services**		**20 credits**	**501/0278/3**
Certification only: last certification date is 30 April 2016. Made up of: • Units 1–4 (13 credits) • At least 4 units from Units 5–28 (minimum 7 credits).				
Unit 1	Give customers a positive impression of yourself and your organisation	5 credits	EV	L/601/0933
Unit 2	Support the work of the team and organisation	2 credits	EV	Y/601/4483
Unit 3	Promote health, safety and welfare in active leisure and recreation	4 credits	EV	D/601/4484
Unit 4	Support equality and diversity in active leisure and recreation	2 credits	EV	H/601/4485
Unit 5	Use and maintain ride-on powered equipment	3 credits	EV	H/502/0440
Unit 6	Use and maintain non-powered and hand held powered tools and equipment	3 credits	EV	K/502/0438
Unit 7	Use and maintain pedestrian controlled powered equipment	3 credits	EV	R/502/0434
Unit 8	Use and maintain chippers and/or shredders	3 credits	EV	T/502/0443
Unit 9	Resolve customer service problems	6 credits	EV	M/601/1511
Unit 10	Set up, take down and store activity equipment	3 credits	EV	K/601/4486
Unit 11	Check and service activity equipment	3 credits	EV	M/601/4487

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 12	Site caravans on parks	3 credits	EV	A/601/4489
Unit 13	Clean and tidy facility areas	2 credits	EV	M/601/4490
Unit 14	Deal with substances hazardous to health	2 credits	EV	T/601/4491
Unit 15	Operate plant to maintain the quality of pool water	4 credits	EV	A/601/4492
Unit 16	Operate plant to provide and maintain an ice surface	4 credits	EV	F/601/4493
Unit 17	Prepare hard standings and paths for caravans	3 credits	EV	J/601/4494
Unit 18	Contribute to environmental conservation in active leisure and recreation	6 credits	EV	L/601/4495
Unit 19	Maintain the safety of the pool environment and its users	4 credits	EV	R/601/4496
Unit 20	Maintain the safety of the ice rink environment and its users	3 credits	EV	D/601/4498
Unit 21	Process payments for purchases	2 credits	EV	H/601/4499
Unit 22	Provide a facility reception service	2 credits	EV	L/601/4500
Unit 23	Support other team members in their work	1 credit	EV	R/601/4501
Unit 24	Maintain grounds of premises and facilities	3 credits	EV	H/601/6513
Unit 25	Maintain site security and safety	3 credits	EV	J/601/6522
Unit 26	Monitor and maintain electrical and plumbing services	4 credits	EV	Y/601/6542
Unit 27	Carry out maintenance and minor repairs	3 credits	EV	A/600/6344
Unit 28	Check and maintain sport/play surfaces and equipment	3 credits	EV	D/601/4050
09885	**OCR Level 2 Award in Employment Awareness in Active Leisure and Learning**		**6 credits**	**600/2422/7**
Certification only: last certification date is 30 April 2015. Made up of Units 1–3.				
Unit 1	Understanding employment rights and responsibilities (Level 2)	2 credits	EV	J/600/0840
Unit 2	Understanding the employing organisation (Level 2)	2 credits	EV	D/600/1735
Unit 3	Understanding the active leisure and learning sector (Level 2)	2 credits	EV	Y/600/1734
09886	**OCR Level 3 Award in Employment Awareness in Active Leisure and Learning**		**8 credits**	**600/2423/9**
Certification only: last certification date is 31 October 2015. Made up of Units 1–3.				
Unit 1	Understanding employment rights and responsibilities (Level 2)	2 credits	EV	J/600/0840
Unit 2	Understanding the employing organisation (Level 3)	3 credits	EV	R/600/1764
Unit 3	Understanding the active leisure and learning sector (Level 3)	3 credits	EV	F/600/1758

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10279	**OCR Level 2 Certificate in Leisure Operations**		**18 credits**	**600/2864/6**
Certification only: last certification date is 30 April 2016. Made up of Units 1–9.				
Unit 1	Understanding the active leisure and learning sector	2 credits	EV	Y/600/1734
Unit 2	Understanding employment rights and responsibilities	2 credits	EV	J/600/0840
Unit 3	Customer care and diversity in active leisure	2 credits	EV	T/503/0731
Unit 4	Health, safety, security and welfare in active leisure	4 credits	EV	K/503/0743
Unit 5	Developing self in an active leisure job role	1 credit	EV	Y/503/0737
Unit 6	Cleaning in active leisure	1 credit	EV	D/503/0738
Unit 7	Handling and maintaining equipment in active leisure	3 credits	EV	H/503/0739
Unit 8	Teamwork in active leisure	2 credits	EV	L/503/0735
Unit 9	Emergency First Aid skills	1 credit	EV	Y/600/1250
10280	**OCR Level 3 Certificate in Leisure Management**		**18 credits**	**600/2863/4**
Certification only: last certification date is 30 April 2015. Made up of: • Units 1–6 (16 credits) • At least 2 further credits from Units 7–12.				
Unit 1	Understanding how to lead a team in active leisure	3 credits	EV	F/503/0778
Unit 2	Promoting customer care in active leisure	3 credits	EV	K/503/0774
Unit 3	Understanding how to manage health, safety and welfare in active leisure	3 credits	EV	A/503/0780
Unit 4	Understanding the active leisure and learning sector	3 credits	EV	F/600/1758
Unit 5	Understanding employment rights and responsibilities	2 credits	EV	J/600/0840
Unit 6	Continuing professional development in active leisure	2 credits	EV	J/503/0782
Unit 7	Understanding financial procedures in active leisure	3 credits	EV	T/503/0776
Unit 8	Understanding how to deliver objectives through the work of an active leisure team	2 credits	EV	A/503/0777
Unit 9	Understanding how to supervise facility maintenance in active leisure	2 credits	EV	Y/503/0771
Unit 10	Marketing in active leisure	6 credits	EV	D/503/0772
Unit 11	Understanding how to sell services and products to customers in active leisure	4 credits	EV	L/503/0783
Unit 12	Operating swimming pool plant	4 credits	EV	F/503/0988

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10281	**OCR Level 3 NVQ Diploma in Leisure Management**		**41 credits**	**600/2865/8**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–11 (34 credits) • At least 2 further credits from Units 12–17 • Minimum 5 credits from Units 18–28.				
Unit 1	Understanding how to lead a team in active leisure	3 credits	EV	F/503/0778
Unit 2	Promoting customer care in active leisure	3 credits	EV	K/503/0774
Unit 3	Understanding how to manage health, safety and welfare in active leisure	3 credits	EV	A/503/0780
Unit 4	Understanding the active leisure and learning sector	3 credits	EV	F/600/1758
Unit 5	Understanding employment rights and responsibilities	2 credits	EV	J/600/0840
Unit 6	Continuing professional development in active leisure	2 credits	EV	J/503/0782
Unit 7	Understanding the employing organisation	3 credits	EV	R/600/1764
Unit 8	Manage own professional development within an active leisure organisation	4 credits	EV	Y/503/0866
Unit 9	Set objectives and provide support for an active leisure team	5 credits	EV	H/503/0871
Unit 10	Ensure the health, safety, welfare and security of customers and staff in an active leisure environment	3 credits	EV	M/503/0873
Unit 11	Improve the customer's experience in active leisure	3 credits	EV	R/503/0865
Unit 12	Understanding financial procedures in active leisure	3 credits	EV	T/503/0776
Unit 13	Understanding how to deliver objectives through the work of an active leisure team	2 credits	EV	A/503/0777
Unit 14	Understanding how to supervise facility maintenance in active leisure	2 credits	EV	Y/503/0771
Unit 15	Marketing in active leisure	6 credits	EV	D/503/0772
Unit 16	Understanding how to sell services and products to customers in active leisure	4 credits	EV	L/503/0783
Unit 17	Operating swimming pool plant	4 credits	EV	F/503/0988
Unit 18	Address performance problems affecting team members	3 credits	EV	J/503/0863
Unit 19	Promote learning and development in active leisure	5 credits	EV	K/503/0869
Unit 20	Manage physical resources in active leisure	3 credits	EV	D/503/0867
Unit 21	Implement financial procedures in active leisure	3 credits	EV	L/503/0864
Unit 22	Plan, organise and evaluate active leisure services	2 credits	EV	H/503/0868
Unit 23	Contribute to marketing in active leisure	3 credits	EV	F/503/0862
Unit 24	Operate swimming pool plant	2 credits	EV	M/503/0985
Unit 25	Sell active leisure services and products to customers	3 credits	EV	D/503/0870

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 26	Contribute to the prevention and management of abusive and aggressive behaviour	4 credits	EV	T/601/1168
Unit 27	Develop productive working relationships with colleagues	4 credits	EV	K/502/8426
Unit 28	Supervise the maintenance of equipment and facilities in active leisure	5 credits	EV	K/503/0872
10282	**OCR Level 3 NVQ Diploma in Sports Development**		**64 credits**	**600/2862/2**
Certification only: last certification date is 31 December 2016. Made up of: • Units 1–5 (40 credits) • A further 4 units from Units 6–22 of which at least one unit from 6 or 7 and at least two from 8–22 • Remaining unit from any Units 6–22.				
Unit 1	Manage own resources and professional development	5 credits	EV	M/502/8458
Unit 2	Contribute to strategic development in sport and active leisure	7 credits	EV	M/503/0534
Unit 3	Provide leadership in sport and active leisure	9 credits	EV	K/502/9690
Unit 4	Promote equality and diversity in sport and physical activity	15 credits	EV	T/503/0535
Unit 5	Ensure the health, safety, welfare and security of customers and staff	4 credits	EV	A/503/0651
Unit 6	Facilitate community-based sport and physical activity	16 credits	EV	F/503/0652
Unit 7	Support the development of sport and physical activity in education	13 credits	EV	J/503/0653
Unit 8	Lead and motivate volunteers	10 credits	EV	K/503/0645
Unit 9	Recruit, select and keep colleagues	12 credits	EV	H/602/1842
Unit 10	Involve, motivate and retain volunteers	10 credits	EV	Y/503/0656
Unit 11	Develop productive working relationships with colleagues and stakeholders	4 credits	EV	A/502/9287
Unit 12	Allocate and monitor the progress and quality of work in own area of responsibility	14 credits	EV	M/602/1844
Unit 13	Provide learning opportunities for colleagues	11 credits	EV	K/602/1843
Unit 14	Contribute to the prevention and management of abusive and aggressive behaviour	4 credits	EV	T/601/1168
Unit 15	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 16	Support the efficient use of resources	5 credits	EV	H/502/8456
Unit 17	Apply for external funding for sport and physical activity	11 credits	EV	R/503/0655
Unit 18	Manage information for action	6 credits	EV	K/502/8457
Unit 19	Contribute to evaluating, developing and promoting services	11 credits	EV	H/602/1839

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 20	Plan and organise services	3 credits	EV	D/502/9685
Unit 21	Manage a project	6 credits	EV	J/502/9678
Unit 22	Work with others to improve customer service	8 credits	EV	D/601/1553

13.19 Teacher/Trainer

Assessing and Teaching Learners with Specific Learning Difficulties (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10218	**OCR Level 5 Diploma in Teaching Learners with Dyslexia/Specific Learning Difficulties**		**42 credits**	**600/3017/3**
Made up of Units 1–4.				
Unit 1	Understanding Special Educational Needs policy and context in relation to dyslexia/specific learning difficulties	8 credits	EV	A/503/4201
Unit 2	Assessing the needs of individuals with dyslexia/specific learning difficulties	11 credits	EV	F/503/4202
Unit 3	Planning and teaching learning programmes for individuals with dyslexia/specific learning difficulties	15 credits	EV	J/503/4203
Unit 4	Evaluation of teaching and learning programmes for individuals with dyslexia/specific learning difficulties	8 credits	EV	L/503/4204
10219	**OCR Level 7 Diploma in Teaching and Assessing Learners with Dyslexia/Specific Learning Difficulties**		**60 credits**	**600/3018/5**
Made up of Units 1–6.				
Unit 1	Understand theoretical concepts for teaching individuals with dyslexia/specific learning difficulties	8 credits	EV	A/503/3906
Unit 2	Understanding psychometric and educational assessment methods in the context of dyslexia/specific learning difficulties	10 credits	EV	F/503/3907
Unit 3	Assessing individuals for dyslexia/specific learning difficulties	9 credits	EV	J/503/3908
Unit 4	Planning and teaching learning programmes for individuals with dyslexia/specific learning difficulties	15 credits	EV	J/503/4203
Unit 5	Evaluation of teaching and learning programmes for individuals with dyslexia/specific learning difficulties	8 credits	EV	L/503/4204
Unit 6	Relating theoretical and methodological perspectives to practice in the context of dyslexia/specific learning difficulties	10 credits	EV	J/503/3911

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Supporting Teaching and Learning in Schools (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
04464	**OCR Level 2 Award in Support Work in Schools**		**12 credits**	**501/0043/9**
Made up of: • Units 1–4 (9 credits) • A further 3 credits from either Unit 5 or Unit 6. This qualification is knowledge-based and will be moderated.*				
04465	**OCR Level 2 Certificate in Supporting Teaching and Learning in Schools**		**30 credits**	**501/0432/9**
Made up of: • Units 1–4 and 7–11 (24 credits) • A further 3 credits from either Unit 5 or Unit 6 • A further 3 credits from any one of the remaining units.				
04466	**OCR Level 2 Certificate in Supporting the Wider Curriculum in Schools**		**20 credits**	**501/0041/5**
Made up of: • Units 1–4 and 9–10 (14 credits) • A further 3 credits from either Unit 5 or Unit 6 • A further 3 credits from one of Units 8, 17 and 19–21.				
Unit 1	Child and young person development (Level 2)	2 credits	EV/M*	H/601/3305
Unit 2	Safeguarding the welfare of children and young people (Level 2)	3 credits	EV/M*	K/601/3323
Unit 3	Communication and professional relationships with children, young people and adults (Level 2)	2 credits	EV/M*	F/601/3313
Unit 4	Equality, diversity and inclusion in work with children and young people (Level 2)	2 credits	EV/M*	D/601/3321
Unit 5	Schools as organisations (Level 2)	3 credits	EV/M*	T/601/3325
Unit 6	Schools as organisations (Level 3)	3 credits	EV/M*	A/601/3326
Unit 7	Help improve own and team practice in schools (Level 2)	3 credits	EV	T/601/7391
Unit 8	Maintain and support relationships with children and young people (Level 2)	3 credits	EV	D/601/7403
Unit 9	Support children and young people's health and safety (Level 2)	3 credits	EV	T/601/7410
Unit 10	Support children and young people's positive behaviour (Level 2)	2 credits	EV	T/601/7407
Unit 11	Support learning activities (Level 2)	4 credits	EV	A/601/7411
Unit 12	Contribute to supporting bilingual learners (Level 2)	2 credits	EV	L/601/7414
Unit 13	Invigilate tests and examinations (Level 3)	3 credits	EV	Y/601/7416
Unit 14	Prepare and maintain learning environments (Level 2)	3 credits	EV	D/601/7417
Unit 15	Provide displays in schools (Level 2)	3 credits	EV	K/601/6500
Unit 16	Support assessment for learning (Level 3)	4 credits	EV	A/601/4072

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 17	Support children and young people at meal or snack times (Level 2)	3 credits	EV	A/601/6517
Unit 18	Support children and young people with disabilities and special educational needs (Level 2)	4 credits	EV	D/601/6526
Unit 19	Support children and young people's play and leisure (Level 2)	3 credits	EV	T/601/6564
Unit 20	Support children and young people's travel outside of the setting (Level 2)	3 credits	EV	Y/601/6573
Unit 21	Support extra-curricular activities (Level 2)	3 credits	EV	M/601/6577
Unit 22	Support the use of information and communication technology for teaching and learning (Level 2)	2 credits	EV	A/601/6579
Unit 23	Move and position individuals in accordance to their plan of care (Level 2)	4 credits	EV	J/601/8027
Unit 24	Provide support for therapy sessions (Level 2)	2 credits	EV	D/601/9023
04467	**OCR Level 3 Award in Supporting Teaching and Learning in Schools**		**12 credits**	**501/0044/0**
Made up of: Units 1–4. This qualification is knowledge-based and will be moderated.*				
04468	**OCR Level 3 Certificate in Supporting Teaching and Learning in Schools**		**32 credits**	**501/0042/7**
Made up of: Units 1–11.				
04469	**OCR Level 3 Certificate in Cover Supervision of Pupils in Schools**		**30 credits**	**501/0240/0**
Made up of: Units 1–4, 6–8, 10–11 and 52–53.				
04470	**OCR Level 3 Diploma in Specialist Support for Teaching and Learning in Schools**		**44 credits**	**501/0857/8**
Made up of: • Units 1–11 (32 credits) • A further 12 credits from the remaining units At least 40 credits must be at Level 3 or above. Rules of combination: • Units 49 and 50 cannot be combined • Candidates selecting Unit 21 must also select Unit 20 • Candidates selecting Units 23–27 must also select Unit 22.				
Unit 1	Communication and professional relationships with children, young people and adults (Level 3)	2 credits	EV/M*	F/601/3327
Unit 2	Schools as organisations (Level 3)	3 credits	EV/M*	A/601/3326
Unit 3	Understand child and young person development (Level 3)	4 credits	EV/M*	L/601/1693
Unit 4	Understand how to safeguard the wellbeing of children and young people (Level 3)	3 credits	EV/M*	Y/601/1695
Unit 5	Support learning activities (Level 3)	4 credits	EV	F/601/4073

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 6	Promote children and young people's positive behaviour (Level 3)	3 credits	EV	A/601/4069
Unit 7	Develop professional relationships with children, young people and adults (Level 3)	2 credits	EV	H/601/4065
Unit 8	Promote equality, diversity and inclusion in work with children and young people (Level 3)	2 credits	EV	M/601/4070
Unit 9	Support assessment for learning (Level 3)	4 credits	EV	A/601/4072
Unit 10	Engage in personal development in health, social care or children's and young people's settings (Level 3)	3 credits	EV	A/601/1429
Unit 11	Support children and young people's health and safety (Level 3)	2 credits	EV	D/601/1696
Unit 12	Plan and deliver learning activities under the direction of a teacher (Level 3)	4 credits	EV	D/601/7711
Unit 13	Support literacy development (Level 3)	3 credits	EV	M/601/7714
Unit 14	Support numeracy development (Level 3)	3 credits	EV	A/601/7716
Unit 15	Support teaching and learning in a curriculum area (Level 3)	3 credits	EV	J/601/7718
Unit 16	Support delivery of the 14–19 curriculum (Level 3)	3 credits	EV	F/601/7720
Unit 17	Provide literacy and numeracy support (Level 3)	3 credits	EV	L/601/7722
Unit 18	Support gifted and talented learners (Level 3)	4 credits	EV	R/601/7723
Unit 19	Support children's speech, language and communication (Level 3)	4 credits	EV	T/600/9789
Unit 20	Support bilingual learners (Level 3)	4 credits	EV	Y/601/7724
Unit 21	Provide bilingual support for teaching and learning (Level 3)	6 credits	EV	D/601/7725
Unit 22	Support disabled children and young people and those with special educational needs (Level 3)	5 credits	EV	H/601/7726
Unit 23	Support children and young people with behaviour, emotional and social development needs (Level 3)	4 credits	EV	Y/601/7707
Unit 24	Support learners with cognition and learning needs (Level 3)	4 credits	EV	M/601/8121
Unit 25	Support learners with communication and interaction needs (Level 3)	4 credits	EV	K/601/8134
Unit 26	Support learners with sensory and/or physical needs (Level 3)	4 credits	EV	M/601/8135
Unit 27	Support individuals to meet personal care needs (Level 2)	2 credits	EV	F/601/8060
Unit 28	Support children and young people during transitions in their lives (Level 3)	4 credits	EV	D/601/8325
Unit 29	Develop interviewing skills for work with children and young people (Level 3)	3 credits	EV	L/601/1337

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Unit 30	Facilitate the learning and development of children and young people through mentoring (Level 3)	4 credits	EV	T/601/1381
Unit 31	Improving the attendance of children and young people in statutory education (Level 3)	5 credits	EV	M/601/1377
Unit 32	Promote the well-being and resilience of children and young people (Level 3)	4 credits	EV	F/600/9780
Unit 33	Provide information and advice to children and young people (Level 3)	3 credits	EV	A/601/1334
Unit 34	Support children and young people to achieve their education potential (Level 3)	4 credits	EV	D/600/9785
Unit 35	Support children and young people to make positive changes in their lives (Level 3)	4 credits	EV	M/600/9788
Unit 36	Support young people in relation to sexual health and risk of pregnancy (Level 3)	2 credits	EV	F/502/5242
Unit 37	Support young people to develop, implement and review a plan of action (Level 3)	3 credits	EV	M/601/1329
Unit 38	Support young people who are socially excluded or excluded from school (Level 3)	2 credits	EV	R/502/5231
Unit 39	Assist in the administration of medication (Level 2)	4 credits	EV	A/601/9420
Unit 40	Invigilate tests and examinations (Level 3)	3 credits	EV	Y/601/7416
Unit 41	Lead an extra-curricular activity (Level 3)	3 credits	EV	A/601/8333
Unit 42	Maintain learner records (Level 3)	3 credits	EV	Y/601/8338
Unit 43	Monitor and maintain curriculum resources (Level 3)	3 credits	EV	D/601/8342
Unit 44	Organise travel for children and young people (Level 3)	2 credits	EV	H/601/8357
Unit 45	Supervise children and young people on journeys, visits and activities outside of the setting (Level 3)	3 credits	EV	H/601/8360
Unit 46	Work in partnership with parents to engage them with their children's learning and development in school (Level 3)	6 credits	EV	A/602/1846
Unit 47	Work with other practitioners to support children and young people (Level 3)	3 credits	EV	R/601/8368
Unit 48	Plan, allocate and monitor work of a team (Level 3)	5 credits	EV	Y/600/9669
Unit 49	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 50	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 51	Support learning and development within own area of responsibility (Level 4)	5 credits	EV	M/600/9676
Unit 52	Team working (Level 3)	3 credits	EV	A/501/5163

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Teaching in the Lifelong Learning Sector (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
06459	**OCR Level 3 Award in Preparing to Teach in the Lifelong Learning Sector**		**6 credits**	**500/1527/8**
Certification only: last certification date is 31 December 2016. Made up of: Unit 1.				
04510	**OCR Level 3 Certificate in Teaching in the Lifelong Learning Sector**		**24 credits**	**500/2033/X**
Certification only: last certification date is 31 December 2016. Made up of: • Units 2 and 3 (12 credits) • Unit 1 or 7 (6 credits) • 6 credits from Units 4–6 and 10–15. Barred combinations for achievement of the full qualification: • Only one of Units 1 and 7 • Only one of Units 4 and 10 • Only one of Units 5, 6, 13 and 14.				
06612	**OCR Level 4 Award in Preparing to Teach in the Lifelong Learning Sector**		**6 credits**	**500/1947/8**
Certification only: last certification date is 31 December 2016. Made up of: Unit 7.				
06613	**OCR Level 4 Certificate in Teaching in the Lifelong Learning Sector**		**24 credits**	**500/1933/8**
Certification only: last certification date is 31 December 2016. Made up of: • Units 8 and 9 (12 credits) • Unit 1 or 7 (6 credits) • 6 credits from Units 4–6 and 10–15. Barred combinations for achievement of the full qualification: • Only one of Units 4 and 10 • Only one of Units 5, 6, 13 and 14.				
10173	**OCR Level 5 Diploma in Teaching in the Lifelong Learning Sector**		**120 credits**	**500/3366/9**
Certification only: last certification date is 31 December 2016. Made up of: • Units 16, 17 and 30–32 (75 credits) • 15 credits from Units 1 or 7and 2 or 8 • At least 30 credits from Units 5, 6, 10, 12–15, 18–29, 33, 34, 40, 41, 43 and 48–50, of which at least 15 must be at Level 5. Barred combinations for achievement of the full qualification: • Only one of Units 1 and 7 • Only one of Units 2 and 8 • Only one of Units 5, 6, 13 and 14 • Only one of Units 18 and 24 • Only one of Units 20 and 25 • Only one of Units 22 and 27				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
• Only one of Units 40 and 43.				
10174	**OCR Level 5 Diploma in Teaching English (Literacy) in the Lifelong Learning Sector**		**120 credits**	**500/3386/4**
Certification only: last certification date is 31 December 2016. Made up of: • Units 7, 30, 32, 41 and 44–47 (105 credits) • A further 15 credits from Unit 40 or 43. Barred combinations: • Only one of Units 40 and 43.				
10175	**OCR Level 5 Diploma in Teaching Mathematics (Numeracy) in the Lifelong Learning Sector**		**120 credits**	**500/3385/2**
Certification only: last certification date is 31 December 2016. Made up of: Units 7, 30 and 32–38.				
10216	**OCR Level 5 Subsidiary Diploma in Teaching English (Literacy) in the Lifelong Learning Sector**		**45 credits**	**500/3339/6**
Certification only: last certification date is 31 December 2016. Made up of: 45 credits from Units 40–43.				
10217	**OCR Level 5 Subsidiary Diploma in Teaching Mathematics (Numeracy) in the Lifelong Learning Sector**		**45 credits**	**500/3345/1**
Certification only: last certification date is 31 December 2016. Made up of: Units 33, 34 and 39.				
Unit 1	Preparing to teach in the lifelong learning sector (Level 3)	6 credits	EV	M/500/4418
Unit 2	Planning and enabling learning (Level 3)	9 credits	EV	T/500/8955
Unit 3	Principles and practice of assessment (Level 3)	3 credits	EV	A/500/8956
Unit 4	Equality and diversity (Level 3)	6 credits	EV	T/500/8969
Unit 5	Preparing for the coaching role (Level 3)	3 credits	EV	M/500/8968
Unit 6	Preparing for the mentoring role (Level 3)	3 credits	EV	D/500/8965
Unit 7	Preparing to teach in the lifelong learning sector (Level 4)	6 credits	EV	Y/500/8947
Unit 8	Planning and enabling learning (Level 4)	9 credits	EV	D/500/8979
Unit 9	Principles and practice of assessment (Level 4)	3 credits	EV	K500/8953
Unit 10	Equality and diversity (Level 4)	6 credits	EV	H/500/8983
Unit 11	Evaluating learning programmes (Level 4)	3 credits	EV	D/500/8982
Unit 12	Specialist delivery techniques and activities (Level 4)	6 credits	EV	Y/500/8995
Unit 13	Preparing for the coaching role (Level 4)	3 credits	EV	Y/500/8981
Unit 14	Preparing for the mentoring role (Level 4)	3 credits	EV	T/500/9006
Unit 15	Delivering employability skills (Level 4)	6 credits	EV	K/500/8984
Unit 16	Enabling learning and assessment (Level 5)	15 credits	EV	H/601/8231
Unit 17	Theories and principles of planning and enabling learning (Level 4)	15 credits	EV	D/500/9887

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 18	Inclusive practice (Level 4)	15 credits	EV	Y/500/9922
Unit 19	Teaching a specialist subject (Level 4)	15 credits	EV	K/500/9925
Unit 20	Developing and managing resources within the lifelong learning sector (Level 4)	15 credits	EV	F/500/9901
Unit 21	Managing and responding to behaviours in a learning environment (Level 4)	15 credits	EV	H/500/9924
Unit 22	Effective partnership working in the learning and teaching context (Level 4)	15 credits	EV	L/500/9903
Unit 23	Action research (Level 5)	15 credits	EV	A/500/9900
Unit 24	Inclusive practice (Level 5)	15 credits	EV	T/500/9927
Unit 25	Developing and managing resources within the lifelong learning sector (Level 5)	15 credits	EV	J/500/9902
Unit 26	The lifelong learning sector (Level 5)	15 credits	EV	D/500/9923
Unit 27	Effective partnership working in the learning and teaching context (Level 5)	15 credits	EV	R/500/9904
Unit 28	Planning and enabling learning for specialist teachers of learners with cognitive learning difficulties (excluding specialist dyslexia provision) (Level 5)	15 credits	EV	T/501/0172
Unit 29	Enabling learner independence and self determination for specialist teachers of learners with cognitive learning difficulties (excluding specialist dyslexia provision) (Level 5)	15 credits	EV	A/501/0173
Unit 30	Continuing personal and professional development (Level 5)	15 credits	EV	H/500/9888
Unit 31	Curriculum development for inclusive practice (Level 5)	15 credits	EV	K/500/9889
Unit 32	Wider professional practice (Level 5)	15 credits	EV	A/500/9895
Unit 33	Numeracy and the learners (Level 5)	15 credits	EV	A/601/8235
Unit 34	Developing numeracy knowledge and understanding (Level 5)	15 credits	EV	T/500/9961
Unit 35	Planning and enabling learning, mathematics (numeracy) (Level 4)	9 credits	EV	J/500/9964
Unit 36	Enabling learning and assessment, mathematics (numeracy) (Level 5)	15 credits	EV	J/503/1365
Unit 37	Theories and principles for planning and enabling learning (numeracy) (Level 4)	15 credits	EV	R/500/9966
Unit 38	Curriculum development for inclusive practice (numeracy) (Level 5)	15 credits	EV	Y/500/9967
Unit 39	Numeracy learning and teaching (Level 5)	15 credits	EV	A/500/9962
Unit 40	Literacy and the learners (Level 5)	15 credits	EV	K/601/8232
Unit 41	Literacy theories and frameworks (Level 5)	15 credits	EV	M/500/9957
Unit 42	Literacy learning and teaching (Level 5)	15 credits	EV	T/500/9958
Unit 43	Literacy, ESOL and the learners (Level 5)	15 credits	EV	M/601/8233

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 44	Planning and enabling learning (literacy) (Level 4)	9 credits	EV	H/500/9972
Unit 45	Enabling learning and assessment (literacy) (Level 5)	15 credits	EV	L/503/1366
Unit 46	Theories and principles for planning and enabling learning (literacy) (Level 4)	15 credits	EV	M/500/9974
Unit 47	Curriculum development for inclusive practice (literacy) (Level 5)	15 credits	EV	T/500/9975
Unit 48	Inclusive learning and communication for specialist teachers of learners with cognitive learning difficulties (excluding specialist provision for dyslexia) (Level 4)	15 credits	EV	M/501/0171
Unit 49	Planning and practising embedded approaches to raise learner achievement (vocational and other subject teachers) (Level 5)	9 credits	EV	K/501/0170
Unit 50	Integrating literacy, language and numeracy into the learning of vocational and other subjects (Level 5)	6 credits	EV	T/501/0169
10318	**OCR Level 3 Award in Preparing to Teach in the Lifelong Learning Sector**		**12 credits**	**600/6236/8**
Made up of: • Unit 4 • 6 credits from Units 7, 9, 10, 11 • Unit 14 or 15.				
10319	**OCR Level 3 Certificate in Teaching in the Lifelong Learning Sector**		**36 credits**	**600/6237/X**
Made up of: • Units 4 and 16 • 6 credits from Units 7, 9, 10, 11 • Unit 14 or 15 • Unit 18 or 20 • Unit 22 or 23 • Unit 24 or 26 • 12 credits from Units 31–36, 39–41, 45, 49–53.				
10320	**OCR Level 4 Award in Preparing to Teach in the Lifelong Learning Sector**		**12 credits**	**600/6464/X**
Made up of: • Units 4 or 5 • 6 credits from Units 6–9 or Unit 12 • 3 credits from Units 13–15. At least 9 credits must be at Level 4. Units 6 and 7 cannot be combined. Units 8 and 9 cannot be combined.				

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10321	**OCR Level 4 Certificate in Teaching in the Lifelong Learning Sector**		**36 credits**	**600/6241/1**
Made up of: • Unit 4 or 5 • 6 credits from Units 6–9 or Units 10–12 • 3 credits from Units 13–15 • Unit 16 or 17 • 3 credits from Units 18–20 • 3 credits from Units 21–23 • 3 credits from Units 24–26 • 12 credits from Units 31–41, 45, 49–55. 24 credits must be at Level 4 or above. Units 6 and 7 cannot be combined. Units 8 and 9 cannot be combined.				
10322	**OCR Level 5 Diploma in Teaching in the Lifelong Learning Sector**		**120 credits**	**600/6248/4**
Made up of: • Units 1–3 • Unit 4 or 5 • 6 credits from Units 6–9 or Units 10–12 • 3 credits from Units 13–15 • Unit 16 or 17 • 3 credits from Units 18–20 • 3 credits from Units 21–23 • 3 credits from Units 24–26 • Unit 27 or 28 • Unit 29 or 30 • 36 credits from Units 31–55. 63 credits must be at Level 5 or above. A maximum of 12 credits can be at Level 3. Units 6 and 7 cannot be combined. Units 8 and 9 cannot be combined.				
Unit 1	Continuing personal and professional development (Level 5)	12 credits	M	D/503/4904
Unit 2	Curriculum development for inclusive practice (Level 5)	12 credits	M	H/503/4905
Unit 3	Wider professional practice (Level 5)	12 credits	M	F/601/5319
Unit 4	Roles, responsibilities and relationships in lifelong learning (Level 3)	3 credits	M	M/503/4907
Unit 5	Roles, responsibilities and relationships in lifelong learning (Level 4)	3 credits	M	T/503/4908
Unit 6	Understanding inclusive learning and teaching in lifelong learning (Level 4)	3 credits	M	R/503/1241
Unit 7	Understanding inclusive learning and teaching in lifelong learning (Level 3)	3 credits	M	Y/503/1239
Unit 8	Using inclusive learning and teaching approaches in lifelong learning (Level 4)	3 credits	M	D/601/5313

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Using inclusive learning and teaching approaches in lifelong learning (Level 3)	3 credits	M	F/502/9548
Unit 10	Facilitate learning and development in groups (Level 3)	6 credits	M	J/502/9549
Unit 11	Facilitate learning and development for individuals (Level 3)	6 credits	M	A/502/9550
Unit 12	Manage learning and development in groups (Level 4)	6 credits	M	R/503/1238
Unit 13	Principles of assessment in lifelong learning (Level 4)	3 credits	M	Y/503/1242
Unit 14	Principles of assessment in lifelong learning (Level 3)	3 credits	M	F/503/1235
Unit 15	Understanding the principles and practices of assessment (Level 3)	3 credits	M	T/503/1233
Unit 16	Delivering lifelong learning (Level 3)	3 credits	M	M/503/1229
Unit 17	Delivering lifelong learning (Level 4)	3 credits	M	M/503/1232
Unit 18	Assessing learners in lifelong learning (Level 3)	3 credits	M	D/503/4921
Unit 19	Assessing learners in lifelong learning (Level 4)	3 credits	M	K/503/4923
Unit 20	Assess vocational skills, knowledge and understanding (Level 3)	6 credits	M	J/503/4928
Unit 21	Planning to meet the needs of learners (Level 4)	3 credits	M	F/503/4944
Unit 22	Planning to meet the needs of learners (Level 3)	3 credits	M	Y/503/4920
Unit 23	Identify individual learning and development needs (Level 3)	3 credits	M	A/503/4926
Unit 24	Using resources for lifelong learning (Level 3)	3 credits	M	T/503/4925
Unit 25	Using resources for lifelong learning (Level 4)	3 credits	M	Y/503/4917
Unit 26	Develop and prepare resources for learning and development (Level 3)	6 credits	M	D/503/4918
Unit 27	Enabling learning through assessment (Level 5)	12 credits	M	A/502/9547
Unit 28	Enabling learning through assessment (Level 4)	12 credits	M	A/503/4912
Unit 29	Applying theories and principles for planning and enabling inclusive learning and teaching (Level 4)	12 credits	M	T/503/4911
Unit 30	Applying theories and principles for planning and enabling learning (Level 5)	12 credits	M	K/502/9544
Unit 31	Assess occupational competence in the work environment (Level 3)	6 credits	M	H/601/5314
Unit 32	Understanding the principles and practices of internally assuring the quality of assessment (Level 4)	6 credits	M	T/601/5320
Unit 33	Assessment and support for the recognition of prior learning through the accreditation of learning outcomes (Level 3)	6 credits	M	K/503/5473
Unit 34	The coaching and mentoring roles (Level 3)	6 credits	M	M/503/5507
Unit 35	The coaching and mentoring roles (Level 4)	6 credits	M	T/503/5508
Unit 36	Develop learning and development programmes (Level 4)	6 credits	M	M/502/9545
Unit 37	Developing, using and organising resources within the lifelong learning sector (Level 4)	15 credits	M	D/503/5390
Unit 38	Developing, using and organising resources within the lifelong learning sector (Level 5)	15 credits	M	H/503/5391

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Unit 39	Engage learners in the learning and development process (Level 3)	6 credits	M	F/502/9551
Unit 40	Engage with employers to develop and support learning provision (Level 3)	6 credits	M	Y/502/9555
Unit 41	Engage with employers to facilitate workforce development (Level 4)	6 credits	M	D/502/9556
Unit 42	ESOL and the learners (Level 5)	15 credits	M	A/503/5011
Unit 43	ESOL theories and frameworks (Level 5)	15 credits	M	J/503/5013
Unit 44	Improving numeracy knowledge, understanding and practice (Level 5)	15 credits	M	L/503/5014
Unit 45	Internally assure the quality of assessment (Level 4)	6 credits	M	A/601/5321
Unit 46	Literacy and the learners (Level 5)	15 credits	M	D/503/5017
Unit 47	Literacy theories and frameworks (Level 5)	15 credits	M	D/503/5020
Unit 48	Numeracy and the learners (Level 5)	15 credits	M	H/503/5021
Unit 49	Equality and diversity (Level 3)	6 credits	M	R/503/5788
Unit 50	Equality and diversity (Level 4)	6 credits	M	Y/503/5789
Unit 51	Evaluating learning programmes (Level 4)	3 credits	M	L/503/5790
Unit 52	Identify the learning needs of organisations (Level 4)	6 credits	M	H/502/9543
Unit 53	Working with the 14–16 age range in the learning environment (Level 4)	9 credits	M	J/503/7215
Unit 54	Working with the 14–19 age range in the learning environment (Level 5)	15 credits	M	L/503/7216
Unit 55	Delivering employability skills (Level 5)	6 credits	M	F/504/0226

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14 Reference

14.1 Glossary

Centre approval	To offer OCR qualifications, you must first gain approval from OCR. Approval needs to be obtained for each suite of qualifications and you will only be able to enter candidates for the qualifications that you are approved to offer.
Centre handbook	Provides essential information for tutors/teachers (for example, qualification specifications and assessment requirements). Copies can be downloaded from the OCR website.
Datasheet	Summarises useful technical information relating to the qualification; for example, its structure, unit titles and assessment requirements. Datasheets are written primarily for tutors/teachers but some administrative staff may find these publications useful.
Enquiry about results	A post-results service available from OCR.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre to administer examinations. OCR corresponds formally with the exams officer.
External verifier	A qualified person appointed by OCR to visit centres and quality assure assessments of verified qualifications.
Head of Centre	This is the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.
Interchange	OCR's secure extranet, which allows centres to make entries and view results.
Internal verifier	A qualified person appointed by the centre to internally quality assure assessments of verified qualifications.
JCQ (Joint Council for Qualifications)	A forum of examining boards in England, Wales and Northern Ireland, which seeks to create common standards, regulations and guidance.
Named entry route	Where you provide specific candidate information (e.g. name and date of birth) for each qualification.
MAPS (Managed Assessment Portfolio System)	MAPS is an online system that can be used for the entire evidence collection, assessment and moderation process, for selected qualifications. With a social network style user interface, it can be used by candidates to upload and securely store their digital evidence, link it to their allocated OCR qualification unit tasks and, once complete, hand it in to their teachers for marking. Teachers can then mark their candidates' work on-screen before submitting it electronically to OCR for moderation.
Personal Learning Record Service (PLR)	This is a Skills Funding Agency (SFA) initiative designed to help learners access their academic and vocational achievement data so that data can be more effectively shared between learners, education providers, training providers and employers. All learners over the age of 16 can log onto a secure website to access their PLR, assuming they have a ULN. The PLR is populated with data direct from awarding organisations.
Script	Once a question paper has been completed by a candidate, it is referred to as a script.

ULN (unique learner number)	A personal ten-digit number, which is used to ensure funded learner achievement information can be provided to the Personal Learning Record Service.
Unnamed entry route	Where you order a number of units or qualifications in bulk without specifying who will be taking them.
Verified qualifications	Qualifications which are locally assessed by centre staff. Assessments are then locally verified by centre staff for validity and reliability. Centre decisions, evidence and the systems supporting them are then externally verified by OCR. A verified qualification can be either an NVQ or an OCR-developed qualification.
Vocationally related qualifications (VRQs)	OCR-developed qualifications which are related to work but are often delivered as courses in an education or training environment.

14.2 Documents referred to in the text

The following documents are referred to within the *Admin Guide*. Additional copies can be downloaded from the relevant organisation's website.

JCQ *Access Arrangements and Reasonable Adjustments*

JCQ *A guide to the special consideration process*

JCQ *Instructions for conducting examinations*

JCQ *Suspected Malpractice in Examinations and Assessments – Policies and Procedures*

OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres*

OCR *Criteria for Verified Qualifications (NQF and QCF)*

OCR *datasheet Direct Claims Status for QCF/NVQ Certification*

OCR *Fees List*

OCR *Instructions to invigilators*

OCR *Malpractice Procedures – A Guide for Centres*

14.3 Useful websites

Answers@OCR (our online bank of FAQs) – http://answers.ocr.org.uk

DfE (Department for Education) – www.gov.uk/dfe

EOA (Examination Officers' Association) – www.examofficers.org.uk

Interchange – https://interchange.ocr.org.uk

JCQ (Joint Council for Qualifications) – www.jcq.org.uk

LRS (Learning Records Service) – http://help.learningrecordsservice.org.uk

Microsoft Digital Literacy Curriculum – www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/digitalliteracy/default.mspx

National Apprenticeship Service – www.apprenticeships.org.uk

OCR (Oxford Cambridge and RSA Examinations) – www.ocr.org.uk

OCR SecureAssess administration – https://ocr.secureassess.btlsurpass.co.uk

Ofqual (Office of Qualifications and Examinations Regulation) – www.ofqual.gov.uk

Ofqual Register of Regulated Qualifications – http://register.ofqual.gov.uk

www.ocr.org.uk
OCR Customer Contact Centre

Vocational qualifications
Telephone 024 76 851509
Facsimile 024 76 851633
Email vocational.qualifications@ocr.org.uk

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