

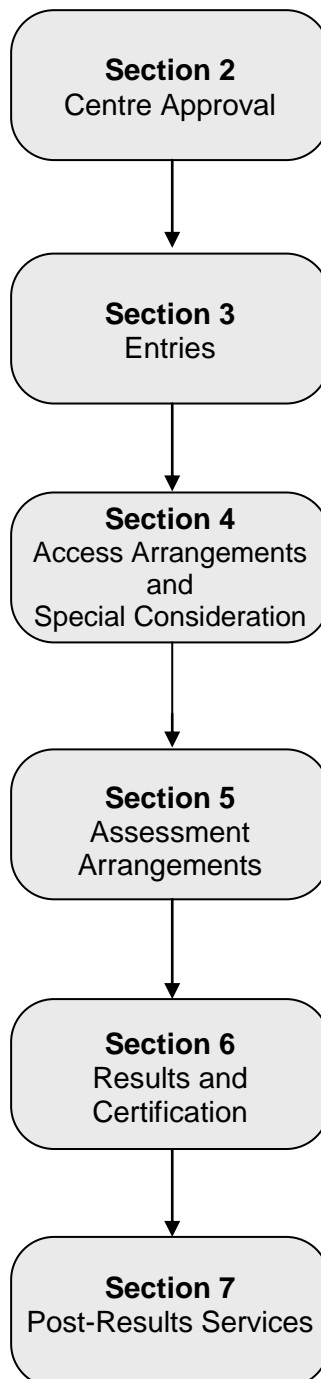


Being  
ENTREPRENEURIAL

**BEING  
ENTREPRENEURIAL**  
ADMIN GUIDE  
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*.



# Version control

This page lists all changes to this *Admin Guide* since publication on the OCR website at [www.ocr.org.uk/admin-guides](http://www.ocr.org.uk/admin-guides). See [Section 1.3](#) for details of how we communicate any changes to centres.

The latest version of this *Guide* is v.1.0 published on 8 August 2014.

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# 1 Introduction

This *Admin Guide* is designed to assist exams officers and teachers with the administration of Being Entrepreneurial qualifications in 2014/15. It should be read in conjunction with the JCQ guidance and the OCR centre handbook for Employability Skills.

## 1.1 What is Being Entrepreneurial?

Being Entrepreneurial qualifications are aimed at young people aged 14+ and for adult learners. The Being Entrepreneurial qualifications provide learners with the essential transferable skills that can be applied in future learning and everyday aspects of life. OCR has consulted with entrepreneurs to develop these qualifications.

They provide learners with the opportunity to find out about what it is to be entrepreneurial, as well as to consider what skills and mind-sets are valuable to an individual, within a team and to employers.

The qualifications are available at Levels 2 and 3, which can be delivered at the same time. Both delivery and assessment are flexible. These qualifications are assessed through postal moderation, which means they are internally assessed by centre staff and externally moderated by OCR.

For more information, visit [www.ocr.org.uk/beingentrepreneurial](http://www.ocr.org.uk/beingentrepreneurial).

## 1.2 Qualification structure

Being Entrepreneurial qualifications are available at Levels 2 and 3.

The qualifications consist of the following guided learning hours and credits:

Level	Qualification	Total guided learning hours (glh)	Total minimum credits required
Level 2	10341 OCR Level 2 Award in Being Entrepreneurial – Identifying Opportunities	60	10
	10342 OCR Level 2 Award in Being Entrepreneurial – Identifying and Pitching Opportunities	80	12
Level 3	10343 OCR Level 3 Award in Being Entrepreneurial – Evaluating Opportunities	60	10
	10344 OCR Level 3 Award in Being Entrepreneurial – Evaluating and Pitching Opportunities	80	12



## 1.3 Changes to this *Admin Guide*

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The first version of this *Admin Guide* is v1.0, published online on 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. 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](#).

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](http://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.

## 1.4 Obtaining further support and information

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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

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

### Interchange

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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 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](http://www.ocr.org.uk/interchange).

### Community

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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](http://www.social.ocr.org.uk) to find out more.

### OCR support and training

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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](http://www.ocr.org.uk/examsofficers) or email the team at [cast@ocr.org.uk](mailto: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](http://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](mailto:professionaldevelopment@ocr.org.uk).

## 1.5 Contacting OCR

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For general enquiries about Being Entrepreneurial qualifications, 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](mailto: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 Centre Approval

### 2.1 What is centre approval?

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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 the Being Entrepreneurial suite of qualifications 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.

### 2.2 Applying for centre approval

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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 [keysillsopsteam@ocr.org.uk](mailto:keysillsopsteam@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. 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 3](#)).

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.

### 2.3 Credit checking

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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](mailto:vocational.qualifications@ocr.org.uk).



# 3 Entries

## Key points

- Centres make entries via Interchange.
- It is essential that entry information is correct to ensure that candidates receive their certificates.
- **We do not allow entry withdrawals or transfers.**

## 3.1 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.
- **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.

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

## 3.2 Entry routes

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There are two main routes for making entries:

- **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.

## 3.3 Deadlines for submitting entries

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Candidates can be entered for Being Entrepreneurial units on an ongoing basis – there are no specific entry deadlines and entries are processed within 24 to 48 hours.

## 3.4 Entry fees

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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.

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](mailto:creditcontrol@cambridgeassessment.org.uk) or fax 01223 553048.

## 3.5 Information required to make named entries

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### Qualification details

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

### Candidate personal details

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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

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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

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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

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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>.

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## 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.

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## 3.6 Information required to make unnamed entries

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### Qualification details

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

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### Order number

See above.

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## 3.7 Making qualification entries

Candidates must be entered 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](mailto:cast@ocr.org.uk). If your centre is unable to make entries electronically, please contact the Customer Contact Centre (see [Section 1.5](#)).

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

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### Getting started

Hover over 'Entries' in the left-hand menu and then click on 'Make entries'. You will see a list of qualification categories. Click on 'Vocationally related qualifications (including Entry Level, Text Processing, Young Enterprise)' to make entries for Being Entrepreneurial qualifications.

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### 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 3.5](#) – either manually or by importing data from your information management 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 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

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

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.

## 3.8 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 3.7](#) 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.

## 3.9 Amending or withdrawing entries

If you need to update candidates' personal details, e.g. name or date of birth (see [Section 3.5](#)), 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](mailto:keyskillsopsteam@ocr.org.uk).

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

# 4 Access Arrangements and Special Consideration

## 4.1 Access arrangements and reasonable adjustments

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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](#).

## 4.2 Special consideration

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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

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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\*](#).

## 5 Assessment Arrangements

Being Entrepreneurial qualifications are on-demand, portfolio-based qualifications, which can take place at any time at a centre's request. These qualifications are internally assessed by centre staff. The candidate work is then sent by post, email or via the OCR MAPS e-portfolio to be externally moderated by an OCR examiner-moderator.

### 5.1 Assessment

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Achievement at unit level is Pass or Fail.

Assessment can take place at any time and OCR does not specify the mode by which learners are assessed. However, it is suggested that observation, witness testimony, peer review, self-reflection, written evidence, digitally recorded evidence, and outcome of a practical activity are all valid methods depending on the associated assessment criteria.

Further information about the assessment for each qualification can be found in the centre handbook, which can be downloaded from the Being Entrepreneurial qualification pages of the [OCR website](#).

#### MAPS e-portfolio

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MAPS is an online e-portfolio system that can be used to carry out the whole assessment and moderation process. For Employability Skills the use of MAPS is optional **not** mandatory. However, we believe MAPS provides many benefits, so we will automatically setup your centre in MAPS when you make an entry. If your centre **does not** want to use MAPS for Employability Skills, please let us know by visiting the 'Centre preferences' page in Interchange and completing the opt-out.

Further information about the use of the MAPS e-portfolio can be found in the centre handbook, which can be downloaded from the Employability Skills qualification pages of the [OCR website](#).

### 5.2 Certification claims

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

Certification claims should be made via Interchange, unless you are using the MAPS e-portfolio and have made unnamed entries (see [Section 5.4](#)). If you are using MAPS and have made named entries, you will need to create the claim within Interchange and enter the claim number within MAPS (see [Section 5.4](#)).

After the claim is made, centre-assessed work is then submitted to the OCR examiner-moderator for moderation so that OCR may sample it, in order to ensure that standards are being met (see [Section 5.5](#)).

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 via Interchange or MAPS. (Certificates will be issued 21 working days after submitting your candidate work to the examiner-moderator.)

## 5.3 Making an online claim via Interchange

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You can only create a claim if entries (unit or full award entries) have previously been made for that qualification (see [Section 3](#)).

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

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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

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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.

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

### Adding candidates

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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 for the candidate's Personal Learning Record, you must provide the unique learner number (see [Section 3.5](#) 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 OCR units

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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

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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' 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 5.5](#)). 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.

## Checking the progress of a claim

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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.

## 5.4 Submitting an online claim via MAPS e-portfolio

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If you are using MAPS for the assessment process, you can also submit the work electronically to OCR for moderation. However you should **only** 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 3.7](#)).
- 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 5.5](#)).

### Submitting a claim using named entries:

- If you select named entries, you need to follow the steps in [Section 5.3](#) to create your claim within Interchange.
- You then need to submit the candidate work in MAPS, using the claim number from Interchange (see [Section 5.5](#)). 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.



## 5.5 Submitting candidate work following an online claim

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Within 24 hours of submitting your claim online via Interchange or MAPS, you need to submit the candidate work (for all the candidates for whom you have made a claim) to your examiner-moderator.

Centres can submit candidate evidence by one of the following:

- Postal submission
- Electronic submission via email
- Electronic submission via centre e-portfolio
- Electronic submission via OCR MAPS e-portfolio.

### Postal submission

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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. 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](#).

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.

### Electronic submission via email

---

To submit work electronically to the moderator, you need the four-digit OCR mailbox address e.g. [ocrexxxx@ocr.org.uk](mailto:ocrexxxx@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, 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

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To submit work electronically to the moderator, you need the four-digit OCR mailbox address e.g. [ocrexxxx@ocr.org.uk](mailto:ocrexxxx@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).
- Feedback/markings 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

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If you are using MAPS for the assessment process, you can also submit the work electronically to OCR for moderation after a claim has been made (see [Section 5.4](#)).

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.

## 5.6 Processing an online claim

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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).

## 5.7 Feedback reports

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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).

## 5.8 Reporting suspected malpractice

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It is the responsibility of the Head of Centre (see [Section 9.1](#)) 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](mailto: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](#) and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from the [JCQ website](#).

## 6 Results and Certification

### 6.1 When will results and/or certificates be issued?

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You should expect to receive your certificates 21 working days after submitting your work to the examiner-moderator.

### 6.2 What will centres receive?

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Despatches will normally include the items in the following table. In addition, a centre feedback report will be provided for remotely assessed qualifications.

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.

### 6.3 Certificates

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#### What appears on the certificate?

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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

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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.

## 6.4 Replacement certificates

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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

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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

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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

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Although it is not possible to change names on certificates (see [Section 6.3](#)), 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](#).



# 7 Post-Results Services

## 7.1 Missing or incomplete results

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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 1.5](#)).

## 7.2 Enquiries about results

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### Available services

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- **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. 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 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

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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](mailto: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

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

- **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

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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

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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](mailto:appeals@ocr.org.uk). More information about appeals can be found in the OCR [Appeals Processes in Vocational Qualifications – A Guide for Centres](#).

## 8 Entry Codes

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

### Being Entrepreneurial (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
<b>10341</b>	<b>OCR Level 2 Award in Being Entrepreneurial – Identifying Opportunities</b>		<b>10 credits</b>	<b>601/0639/6</b>
Made up of Unit 2.				
<b>10342</b>	<b>OCR Level 2 Award in Being Entrepreneurial – Identifying and Pitching Opportunities</b>		<b>12 credits</b>	<b>601/0594/X</b>
Made up of Units 1 and 2.				
<b>10343</b>	<b>OCR Level 3 Award in Being Entrepreneurial – Evaluating Opportunities</b>		<b>10 credits</b>	<b>601/0998/1</b>
Made up of Unit 3.				
<b>10344</b>	<b>OCR Level 3 Award in Being Entrepreneurial – Evaluating and Pitching Opportunities</b>		<b>12 credits</b>	<b>601/0642/6</b>
Made up of Units 1 and 3.				
Unit 1	Pitching ideas to others	2 credits	M, P*	H/505/3907
Unit 2	Being entrepreneurial – identifying viable opportunities	10 credits	M, P*	K/505/3908
Unit 3	Being entrepreneurial – evaluating viable opportunities	10 credits	M, P*	M/505/3909
* The use of the e-Portfolio (MAPS) is available for these units, but centres can opt-out (see <a href="#">Section 5.1</a> ).				

#### Key to assessment

**M** = Moderated assessment criteria/tasks

**P** = e-Portfolio

## 9 Reference

### 9.1 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 <a href="#">OCR website</a> .
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.
MAPS (Managed Assessment Portfolio System)	An online system that can be used for the entire evidence collection, assessment and moderation process. 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.
Named entry route	Where you provide specific candidate information (e.g. name and date of birth) for each qualification.
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.

## 9.2 Documents referred to in the text

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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 *Fees List*

OCR *Malpractice Procedures – A Guide for Centres*

## 9.3 Useful websites

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Answers@OCR (our online bank of FAQs) – <http://answers.ocr.org.uk>

DfE (Department for Education) – [www.education.gov.uk](http://www.education.gov.uk)

EOA (Examination Officers' Association) – [www.examofficers.org.uk](http://www.examofficers.org.uk)

Interchange – <https://interchange.ocr.org.uk>

JCQ (Joint Council for Qualifications) – [www.jcq.org.uk](http://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.aspx](http://www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/digitalliteracy/default.aspx)

National Apprenticeship Service – [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

OCR (Oxford Cambridge and RSA Examinations) – [www.ocr.org.uk](http://www.ocr.org.uk)

OCR SecureAssess administration – <https://ocr.secureassess.btlsurpass.co.uk>

Ofqual (Office of Qualifications and Examinations Regulation) – [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

Ofqual Register of Regulated Qualifications – <http://register.ofqual.gov.uk>



[ocr.org.uk/beingentrepreneurial](http://ocr.org.uk/beingentrepreneurial)



@ocrexams



[linkedin.com/  
company/ocr](https://www.linkedin.com/company/ocr)

## Contact us

Staff at the OCR Customer Contact Centre are available to take your call between 8am and 5.30pm, Monday to Friday.

Telephone: 02476 851509

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