

Business Enterprise

Level 3 Award in Starting a Business Venture

Level 3 Certificate in Starting a Business Venture

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1 Introduction

This Centre Handbook provides information for centre staff involved in the planning, delivery and assessment of the following qualifications which have been accredited onto the National Qualifications Framework (NQF) at Level 3:

OCR Level 3 Award in Starting a Business Venture (scheme code 06473)

OCR Level 3 Certificate in Starting a Business Venture (scheme code 06474)

It is important that centre staff involved in the delivery of the above qualifications understand this publication.

A copy of this handbook is provided free to all centres on centre approval. Further copies are available to download from our website www.ocr.org.uk or, where preferred, centres may purchase additional copies from OCR Publications (0870 770 6622).

1.1 The OCR qualifications in Starting a Business Venture

The OCR qualifications in Starting a Business Venture provide candidates with high quality, industry-recognised awards. They are vocationally-related qualifications that provide valuable opportunities for individuals to develop skills and gain underpinning knowledge and understanding which will support them in the setting up of a business venture. They support achievement of Key Skills and relate to national occupational standards thereby providing an ideal progression to National Vocational Qualifications (NVQs) or other vocationally-related qualifications.

1.2 Administration arrangements for these qualifications

A separate publication, the *Administrative Guide to Vocational Qualifications* (code A850), provides full details of the administration arrangements for these qualifications. The Administrative Guide is issued free on centre approval and is available on our website: www.ocr.org.uk.

1.3 If centre staff have queries

This Centre Handbook and the Administrative Guide contain all the information needed to deliver and administer these qualifications. If centre staff have any queries about these qualifications that are not answered in these publications, they should refer to the section **Further support and information** for details of who to contact for further support.

1.4 Documentation updates

The information provided in this handbook was correct at the time of production. Occasionally OCR may update this information. Please refer to the qualification home pages on our website www.ocr.org.uk for details regarding updates to these qualifications. For your convenience, the latest amended version of this handbook is available to download from the OCR website.

2 General information

2.1 Qualification profiles

Title	OCR Level 3 Award in Starting a Business Venture OCR Level 3 Certificate in Starting a Business Venture
OCR codes	Award - 06473 Certificate - 06474
Level	These qualifications have been accredited on to the National Qualifications Framework (NQF) at Level 3
QANs	Award - 500/2131/X Certificate - 500/2130/8
These qualifications are suitable for	Those candidates who are considering setting up their own business or are already in the process of setting up in business and wish to advance their skills and knowledge in a specific area of set up
Entry requirements	There are no formal entry requirements for this qualification
Qualification structures	To achieve these qualification, candidates must complete a total of: <ul style="list-style-type: none">- 2 units for the Award- 5 units for the Certificate
Assessment and grading	All units are internally-assessed and externally-moderated, by an OCR-set assignment. Units will be graded Pass or Fail
Funding	These qualifications have been accredited on to the NQF and, as such, are eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above
National occupational standards	These qualifications relate to the National Occupational Standards in Business Enterprise
Key Skills	Signposting to Key Skills is provided within the Centre Handbook
Last entry date*	31 December 2008
Last certification date*	31 December 2011

*OCR will inform centres of changes to these dates. Please refer to our website www.ocr.org.uk for current dates. All centre records must be updated accordingly.

2.2 Target market

The OCR Level 3 qualifications in Starting a Business Venture will be appropriate for those who wish to:

- Develop high level skills required to set up and run a business
- Investigate and understand the crucial components involved in the running of a successful business
- Be able to form the components of a business plan and understand its importance at set-up and on an on-going basis

2.3 Qualification aims

The **OCR Level 3 Award and Certificate in Starting a Business Venture** aim to:

- Equip candidates with the ability to consider all aspects of setting up in business from a personal and practical perspective
- Ensure candidates can investigate and understand the high level requirements for setting up and running a successful business, such as:
 - attracting and retaining customers in a competitive market;
 - financial planning and the maintenance of adequate accounts;
 - setting realistic sales goals and formulation and application of strategic sales procedures;
 - understanding the laws in place to protect the business owner and the customer
 - the importance of having an up-to-date business plan when starting, operating, and developing a business
- Ensure candidates are able to identify any training or personal development that they may require to run their own business
- Provide candidates with the tools to draft critical components of a business plan

2.4 Statement of level

The OCR Level 3 Award and Certificate in Starting a Business Venture assess skills at Level 3 of the National Qualifications Framework (NQF).

The qualifications relate to the Business Enterprise National Occupational Standards developed by SFEDI.

Further qualifications (the OCR Level 2 Award and Certificate in Preparing for a Business Venture) are also available. The structure of the qualifications at Levels 2 and 3 complement each other and allow for progression, and also provide some underpinning knowledge appropriate to corresponding NVQs.

2.5 Entry requirements

These qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

All centre staff involved in the assessment or delivery of these qualifications should understand the requirements of the qualifications and match them to the needs and capabilities of individual learners before entering them as candidates for these qualifications.

There are no formal requirements for entry to assessment. Candidates will be expected to have a standard of literacy and numeracy and a level of industry knowledge appropriate for a person working at Level 3.

2.6 Entry restrictions

There are no entry restrictions for this qualification.

2.7 Progression opportunities

A candidate achieving the OCR Level 3 Award in Preparing for a Business Venture has the following progression routes available:

- To undertake further business enterprise related qualifications eg OCR Level 3 Certificate in Starting a Business Venture or the OCR Level 3 NVQ in Business Start-up

A candidate achieving the OCR Level 3 Certificate in Starting a Business Venture has the following progression routes available:

- To undertake further business enterprise related qualifications eg the OCR Level 3 NVQ in Business Start-up

Alternatively, candidates will have some of the essential skills and knowledge to equip them to produce the components of a business plan or to consider starting their own business.

2.8 Supporting candidates

Centres should ensure that candidates are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

2.9 Wider issues

These qualifications provide potential for centres to develop candidates' understanding of spiritual, moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations and European developments.

Spiritual, moral, ethical, social and cultural issues

Teachers and tutors delivering a course in OCR Level 3 Award and Certificate in Starting a Business Venture that supports these specifications, would have opportunities to address ethical, social and moral values throughout all units.

For example, candidates will need to understand issues such as individual responsibility, and business and social responsibilities. Some units will allow candidates to explore the individual's responsibility towards the customer.

Candidates will also need to consider issues such as confidentiality of information (clients), responsibility of honesty and accuracy in recording and providing information and the need to ensure security of information.

Environmental issues, health and safety considerations and European developments

Environmental issues could be explored through the way in which resources are selected and used and also through the disposal of waste products.

European developments may be explored in relation to the way in which enterprise activities may be affected by European rulings.

Health and safety issues may be covered as part of discussions regarding responsible disposal of products, or the responsibility to potential customers.

2.10 Guided learning hours

The time it will take a candidate to complete these qualifications will depend on a number of things, for instance, mode of study and level of knowledge or experience on entry onto the programme of study. As a general guide the units are likely to require the number of glh detailed in the table below, meaning that the Award qualification will require approximately 60 glh and the Certificate 150 glh.

Title	glh
Unit 1 Attracting customers through marketing	30
Unit 2 Adhering to legislation	30
Unit 3 Establishing financial management processes	30
Unit 4 Applying the sales strategy in the business	30
Unit 5 Using a business plan in your venture	30

2.11 Funding

These qualifications are accredited at Level 3 of the National Qualifications Framework and are eligible for funding under Section 96 and/or 97 arrangements. Should you require any more information on funding please contact The Learning and Skills Council.

2.12 Mode of delivery

OCR does not specify the mode of study or specify a time limit for the achievement of these qualifications other than the expiry dates for entry and certification laid down by the regulatory authorities detailed in the qualification profiles.

Centres are free to deliver these qualifications using any mode of delivery that meets the needs of their candidates. Whatever mode of delivery is used, centres must ensure that learners have appropriate access to the resources identified below.

Centres should consider the candidates' complete learning experience when designing learning programmes. This is particularly important in relation to candidates studying part time alongside real work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by tutors and assessors.

2.13 Resources

OCR strongly advises that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies.

Candidates should be encouraged to read around the subject and have an appropriate knowledge of the application of the appropriate legislation (eg Health and Safety).

In addition, each unit will contain guidance on the resources required. Staff conducting the assessment of these qualifications must understand fully the requirements of these awards.

Centres will need to provide appropriate assessment facilities for candidates that complies with the regulations laid down by OCR (see the *Administrative Guide to Vocational Qualifications* – code A850).

Centres will need to meet the above requirements when they seek centre approval from OCR.

Centres should ensure that appropriate physical resources are available in line with guidance provided in this handbook.

2.14 Delivery in Wales and Northern Ireland

The specifications for these qualifications have been approved by the Department for Education, Lifelong Learning and Skills (DELLS) for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur, including in the external assessment, the terms used have been selected as neutral so that candidates may apply whatever is appropriate to their own situation.

We will provide specifications, assessments and supporting documentation in English.

2.15 Arrangements for candidates with access-related needs

We aim to make sure that all candidates are given equal opportunity to demonstrate their skills.

OCR recognises that there are some candidates who can demonstrate attainment in the skills being assessed, but who may be disadvantaged by standard assessment arrangements. For these candidates standard assessment arrangements may be adjusted to enable them to compete on an equal basis with other candidates, provided that the adjustments do not compromise the integrity of the qualification.

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates. This is to ensure that the adjustment will only compensate candidates for their particular difficulty without giving them an advantage over others.

It is important, therefore, that centres identify as early as possible whether candidates have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and select an appropriate qualification or adjustment that will allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is one which is shared between OCR and the centre. Centre staff should consult the OCR publication *Access to Assessment: NVQs, Vocationally-related Qualifications (VRQs) and other Vocational Qualifications - Regulations and Guidance Relating to Candidates with Particular Requirements* (code L016) for a description of their responsibilities and the procedures by which adjustments can be made.

For further guidance on specific assessment requirements of individual qualifications and appropriate adjustments to assessment, centres are advised to contact the Special Requirements Team in Cambridge.

2.16 Results enquiries and appeals

Please refer to the *Administrative Guide to Vocational Qualifications* (code A850).

2.17 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or candidates, to the OCR Quality and Standards division.

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

Further information is contained in the publication *Malpractice in Examinations and Assessment* (code R322) which is available from the OCR Customer Contact Centre: 024 76 851509.

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, eg 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.

3 Assessment and moderation

3.1 Assessment

Each unit within these specifications is designed around the principle that candidates will complete OCR-set assignments which will allow them to build a portfolio of evidence towards meeting the unit assessment criteria.

The unit assessment criteria reflect the demands of the learning outcomes for each unit.

In order for candidates to be able to effectively progress towards meeting the requirements of each assessment criteria, tutors must make sure that the supporting knowledge, understanding and skills requirements for each criterion are fully addressed. The identified knowledge, understanding and skills are not exhaustive and may be expanded upon or tailored to particular contexts to which the unit is being taught and the assessment objective applied.

We recommend that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies.

Assessment of these qualifications will be conducted in accordance with the appropriate codes of practice approved and published by the regulatory authorities.

Key features of the assessment of these qualifications are:

- Assessment of all units is by OCR-set assignments which allow the candidate to build a portfolio of evidence. These will be locally-assessed and externally moderated by an OCR-appointed Examiner-moderator.
- The assignments are provided in a separate booklet which will be received upon entering candidates.
- Performance at unit level is graded as Pass or Fail based on the achievement of the required assessment criteria/candidate tasks.

External moderation

External moderation ensures centres' internal assessments meet the national requirements of these qualifications.

OCR Examiner-moderators are appointed by OCR to moderate centre assessment decisions.

OCR requires centres to submit only the appropriate documentation for moderation. OCR does not require centres to submit for moderation additional evidence produced by the candidate in the course of an activity. OCR, however, anticipates that centres will wish to create programmes of learning for candidates towards the completion of these units that will generate additional items of evidence. Centres are free to do this, but OCR does not require these items for accreditation of unit achievement.

OCR requires that all Witness Statement Forms submitted in support of achievement are signed by the tutor prior to submission for moderation.

Tutors must check that each aspect of the criteria has been successfully met by the candidate before work is signed and sent for external moderation.

Centres must use candidates' Assessment Record Folders (ARFs) to send to the OCR-appointed Examiner-moderator only those items required as evidence for the unit concerned.

External moderation of a centre's assessment decisions is achieved through systematic sampling. The assessment decisions of each assessor submitting work will be sampled. The outcomes of moderation will apply to all work submitted in each batch for moderation. No substitution of candidates' work will be allowed unless prior agreement of the OCR Examiner-moderator has been obtained.

The Examiner-moderator will complete an electronic Centre Feedback Report Form (NQF6) for the batch. If the centre assessment is satisfactory, arrangements will be made for certification.

If the centre assessment is inaccurate, the necessary amendments to candidates' achievements will be recorded on the Centre Feedback Report Form (NQF6), and certification will reflect these amendments.

- Examiner-moderators are not empowered to enter into direct contact with centres. In no circumstances must centres attempt to contact their Examiner-moderator in any way other than through posting candidate work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to OCR, Coventry.

Full details of the administration arrangements associated with these qualifications are included in the *Administrative Guide to Vocational Qualifications* (code A850) and outlined in the section **Administration arrangements** of this handbook.

If a candidate fails the assessment for a unit, they may be entered again for the same unit. Unit fees are available for this purpose. The OCR Fees List provides details of all fees applicable to these awards. There is no restriction on the number of times a candidate may enter for a unit.

OCR will not return candidates' work. As such, we recommend that copies of all work are kept within the centre for candidates to use towards the development of a business plan should they wish to do so.

4 Certification

Candidates who reach the required level to pass all units that make up a full qualification will receive:

- a certificate listing the units and
- a certificate giving the full qualification title

OCR Level 3 Award in Starting a Business Venture

OCR Level 3 Certificate in Starting a Business Venture

Candidates achieving one or more units but who do not meet the requirements for a full certificate, will receive a certificate listing the units they have achieved.

4.1 Claiming certificates

Certificates will be issued with results for successful candidates. In order to ensure that these are automatically issued centres must ensure that the OCR candidate number is **always** used where a candidate has already achieved one or more units. See the *Administrative Guide to Vocational Qualifications* (code A850) for full details.

4.2 Replacement certificates

If a replacement certificate is required a request must be made to the OCR Operations Division on 024 76 470033, or in writing to the Coventry office, and an application form with further instructions will be sent. A charge will be made for a replacement certificate.

5 Qualification structures and units

5.1 Qualification structures

Candidates do not have to achieve units in any particular order and tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt an holistic approach to the delivery of the qualifications and identify opportunities to link the units.

If a candidate is not able to complete a full award, their achievements will be recognised through the issue of a unit certificate listing the units achieved.

OCR Level 3 Award in Starting a Business Venture

(Qualification Accreditation Number 500/2131/X)

In order to achieve the OCR Level 3 Award in Starting a Business Venture, candidates must achieve two units from those detailed below.

OCR Level 3 Certificate in Starting a Business Venture

(Qualification Accreditation Number 500/2130/8)

In order to achieve the OCR Level 3 Certificate in Starting a Business Venture candidates must achieve the five units detailed below.

Unit	Title	QAN	glh
Unit 1	Attracting customers through marketing	J/501/0631	30
Unit 2	Adhering to legislation	R/101/0633	30
Unit 3	Establishing financial management processes	F/501/0630	30
Unit 4	Applying the sales strategy in the business	Y/501/0634	30
Unit 5	Using a business plan in your venture	D/501/0635	30

If candidates do not achieve sufficient units to successfully complete the awards they will receive a unit certificate for each individual unit achieved.

5.2 Unit format

Learning outcomes

This section describes the learning outcomes that a candidate will achieve when meeting the assessment criteria associated with the unit.

Assessment criteria

This section describes the criteria that candidates will be assessed against. It is a mandatory requirement of these qualifications that candidates provide evidence of their knowledge, understanding and skills in relation to each assessment criterion.

Knowledge, understanding and skills

This section sets out the underpinning, knowledge, understanding and skills which candidates will need in order to be able to undertake the assessment for the unit and to meet the requirements of the assessment objectives. Tutors should cover all of the knowledge, understanding and skills requirements fully prior to entering candidates for assessment.

Assessment

This section specifies the requirements in relation to assessment of the unit. It details the way in which the assessment criteria will be assessed. All units will be internally-assessed and externally-moderated through OCR-set assignments.

Guidance on learning

This section provides additional guidance for tutors on the depth and breadth of the knowledge and understanding that will be required.

Signposting to Key Skills

Evidence generated for these qualifications may also provide opportunities to evidence Key Skills. The section **Key Skills signposting** contains a table incorporating the Key Skills signposting across all units.

Mapping to National Occupational Standards

This section provides general mapping to national occupational standards where this is relevant. Each unit provides a signposting to the relevant National Occupational Standards.

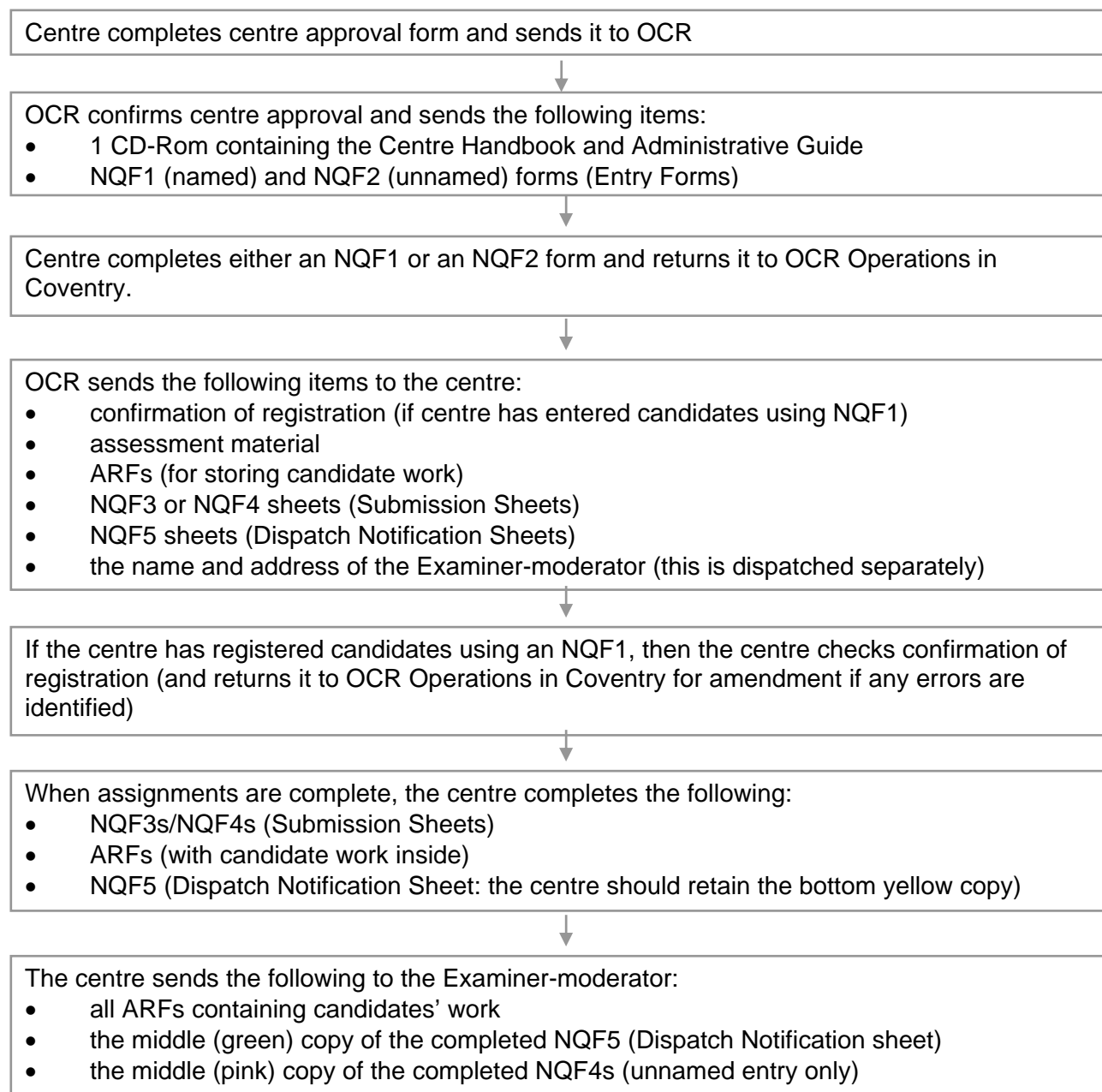
The units for these qualifications can be found in the Units folder on this CD Rom.

6 Administration arrangements

This section provides a brief overview of the administration arrangements operating for these qualifications. Please refer to the *Administrative Guide to Vocational Qualifications* (code A850) for further information.

6.1 Overview of full process

Administration flowchart for on demand qualifications



The centre sends the following to OCR Coventry:

- the top (white) copy of the completed NQF5
- the top (white) copy of the NQF4s (unnamed entry)/all NQF3s (named entry)



The Examiner-moderator moderates a sample of the centre-assessed units



OCR sends the following to the centre:

- NQF6 Centre Feedback Report Form (provided electronically)
- a control report
- certificates for successful candidates

6.2 How to gain centre approval

Complete the Centre Approval Form for these qualifications and return it to OCR Operations. A blank copy of this form is provided at the end of this handbook for you to photocopy and use. Alternatively copies are available on the OCR website or by calling the OCR Customer Contact Centre on 024 76 851509.

Further guidance on completion of the Centre Approval Form is provided in the *Administrative Guide to Vocational Qualifications* (code A850).

6.3 How to enter candidates

Enter candidates by completing the NQF1 or NQF2 Entry Form. Entry forms will be issued to you after you have been approved as a centre to offer these qualifications.

6.4 How to make an enquiry about results or appeal against a result

Full details of the results enquiries and appeals procedures are contained in the *Administrative Guide to Vocational Qualifications* (code A850).

6.5 Administrative documentation

Copies of example documentation may be found in the *Administrative Guide to Vocational Qualifications* (code A850). Copies of supporting documentation for tutors may also be found in the section **Supporting documentation** on this CD-Rom.

7 Supporting documentation

7.1 OCR assessment material

- OCR assessment material is available for all units

8 Guidance for candidates

8.1 What are the Level 3 Award and Certificate in Starting a Business Venture?

The OCR Level 3 Award and Certificate in Starting a Business Venture aim to:

- Equip you with the ability to consider all aspects of setting up in business from a personal and practical perspective
- Ensure you can investigate and understand the high level requirements for setting up and running a successful business, such as:
 - attracting and retaining customers in a competitive market;
 - financial planning and the maintenance of adequate accounts;
 - setting realistic sales goals and formulation and application of strategic sales procedures;
 - understanding the laws in place to protect you (as the business owner) and the customer;
 - the importance of having an up-to-date business plan when starting, operating, and developing a business
- Ensure you are able to identify any training or personal development that you may require to run their own business
- Provide you with the tools to draft critical components of a business plan

8.2 What do I have to do to achieve these qualifications?

OCR Level 3 Award in Starting a Business Venture

(Qualification Accreditation Number 500/2131/X)

In order to achieve the OCR Level 3 Award in Starting a Business Venture you must achieve two units from those detailed below.

OCR Level 3 Certificate in Starting a Business Venture

(Qualification Accreditation Number 500/2130/8)

In order to achieve the OCR Level 3 Certificate in Starting a Business Venture you must achieve the five units detailed overleaf.

Unit	Title	QAN	glh
Unit 1	Attracting customers through marketing	J/501/0631	30
Unit 2	Adhering to legislation	R/501/0633	30
Unit 3	Establishing financial management processes	F/501/0630	30
Unit 4	Applying the sales strategy in the business	Y/501/0634	30
Unit 5	Using a business plan in your venture	D/501/0635	30

8.3 What if I cannot complete enough units for a full award?

These qualifications are very flexible and allow you to achieve recognition for what you have already achieved even if you do not finish the full qualification. OCR has systems in place which allow you to be awarded a certificate listing the unit (or units) you have achieved even if you are unable to complete the full qualifications.

8.4 How do I know that these qualifications are right for me?

These qualifications are designed for candidates who may be considering a potential business idea and are thinking of setting up their own business to deliver/create this product or service.

This qualification may also form a progression route to other Enterprise-related qualifications such as the OCR Level 3 NVQ in Business Start-up.

Alternatively, you will have some of the essential skills and knowledge to equip you to produce the components of a business plan or to consider starting your own business.

8.5 How are the units tested?

All of the units are assessed by OCR-set assignments which allow you to build a portfolio of evidence. These will be internally-assessed and externally-moderated by an OCR-appointed Examiner-moderator.

8.6 Do I need to pass all of the units?

Yes. All units of the required units must be passed in order to achieve the full qualifications. However, each unit represents a worthwhile achievement in its own right, and certification is also available at unit level.

8.7 Can my work for these qualifications count towards Key Skills?

The work you produce whilst being taught for these qualifications may prove you have the skills required for the Key Skills units. Your tutor will help you decide if your work can be considered for assessment against any of the Key Skills units.

8.8 Finally

To gain a full Level 3 Award or Certificate in Starting a Business Venture you must achieve all of the required units. If you do not achieve all of the units for the full qualification, you will be issued with a unit certificate which lists the unit or units which have been passed.

OCR wishes you every success in your achievement of these qualifications.

9 Key Skills signposting

To assist centres in cross-mapping evidence for these qualifications and Key Skills, the following table signposts where evidence from these awards may provide opportunities to evidence the Part B specification requirements of the following Key Skills:

- Communication
- Application of Number
- IT

This signposting gives an indication of where evidence might be available for assessment against the Key Skills requirements. It does not claim to guarantee that evidence will meet the Key Skills requirements and all evidence put forward for Key Skills must be assessed against the Key Skills specification.

Key Skills Units		OCR Level 3 Award and Certificate in Starting a Business Venture				
Key Skill	Evidence Reference	1	2	3	4	5
Communication Level 3	C3.1a					
	C3.1b					
	C3.2	✓	✓	✓	✓	✓
	C3.3	✓	✓	✓	✓	✓
Information Technology Level 3	IT3.1	✓				
	IT3.2	✓				
	IT3.3	✓				
Application of Number Level 3	N3.1			✓		
	N3.2a			✓		
	N3.2b			✓		
	N3.2c			✓		
	N3.2d			✓		
	N3.3			✓		

10 Mapping

10.1 Mapping to National Occupational Standards

These qualifications provide a key progression route between education and employment (or further study/training leading to employment). They are directly relevant to the needs of employers and relate to national occupational standards in Business Enterprise.

The information within each individual unit indicates where knowledge and understanding for that unit map against the above national occupational standards.

This mapping provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards. It does not claim to guarantee that evidence will meet the NVQ requirements.

11 Further support and information

11.1 General enquiries

For general enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit OCR's website at www.ocr.org.uk for further information on OCR qualifications.

11.2 Entry forms and entry enquiries

All entry forms should be returned to:

Operations
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

If you have any queries about candidate entry, please contact Operations Customer Support on 024 76 470033.

11.3 Results enquiries

Forms and current fees can be obtained from:

Results Enquiries
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Telephone: 024 76 470033

11.4 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

The Professional Officer
Level 3 Award and Certificate in Starting a Business Venture
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

11.5 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Customer Support Division
Progress House
Westwood Way
Coventry CV4 8JQ

Telephone: 024 76 496398
Fax: 024 76 496399

Email: training@ocr.org.uk

11.6 OCR Publications

OCR's *Publications Catalogue* (code A410) lists all the qualifications that OCR offers, and contains more detail on how to order publications. It is available to download from the OCR website at www.ocr.org.uk, or to order from the OCR Customer Contact Centre by telephoning 024 76 851509.

If you would like to order any OCR publications, please contact:

OCR Publications
PO Box 5050
Annesley
Nottingham
NG15 0DL

Telephone: 0870 770 6622
Fax: 0870 770 6621
Email: publications@ocr.org.uk

OCR Support Materials prepare extra resources to help you deliver our qualifications. These support materials can be ordered from OCR Publications and more information about the materials can be obtained from support.materials@ocr.org.uk.

11.7 Publications (related to this qualification)

Administrative Guide to Vocational Qualifications (code A850)

Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements (code L016)

12 Glossary

Analyse	to examine in detail in order to discover meaning, essential features, etc.
Apply	to devote oneself with diligence to bring into operation or use to put to practical use; utilise; employ
Assess	to judge the worth, importance, etc., of; evaluate
Calculate	to solve (one or more problems) by a mathematical procedure; compute
Carry out	to perform or cause to be implemented
Chart	to plot or outline the course of to make a detailed plan of to make a chart of
Classify	to arrange or order by classes; categorise
Collect	to gather together or be gathered together
Communicate	to impart (knowledge) or exchange (thoughts, feelings, or ideas) by speech, writing, gestures, etc.
Compare	to regard or represent as analogous or similar; liken
Compile	to make or compose from other materials or sources
Complete	to make whole or perfect to end; finish
Conduct	to do or carry out
Contrast	to distinguish by comparison of unlike or opposite qualities
Contribute	to give (support, money, etc.) for a common purpose or fund to supply (ideas, opinions, etc.) as part of a debate or discussion
Cook	to prepare (food) by the action of heat, as by boiling, baking, etc., or (of food) to become ready for eating through such a process
Define	to state precisely the meaning of (words, terms, etc.)
Deliver	to carry (goods, etc.) to a destination, esp. to carry and distribute (goods, mail, etc.) to several places to hand over, transfer, or surrender to produce or perform something promised or expected
Demonstrate	to show, manifest, or prove, esp. by reasoning, evidence, etc.
Describe	to give an account or representation of in words
Design	to work out the structure or form of (something)
Detail	to list or relate fully to include all or most particulars
Develop	to come or bring to a later or more advanced or expanded stage; grow or cause to grow gradually
Devise	to work out, contrive, or plan (something) in one's mind
Discuss	to have a conversation about; consider by talking over; debate to treat (a subject) in speech or writing
Estimate	to form an approximate idea of (distance, size, cost, etc.); calculate roughly; gauge

Evaluate	to ascertain or set the amount or value of to judge or assess the worth of; appraise
Examine	to look at, inspect, or scrutinise carefully, or in detail; investigate
Explain	to make (something) comprehensible, esp. by giving a clear and detailed account of the relevant structure, operation, surrounding circumstances, etc.
Explore	to examine or investigate, esp. systematically
Generate	to produce or bring into being; create
Give	to present or deliver voluntarily (something that is one's own) to the permanent possession of another or others to impart or communicate
Identify	to prove or recognise as being a certain person or thing; determine the identity of
Illustrate	to clarify or explain by use of examples, analogy, etc.
Implement	to carry out; put into action; perform
Interact	to act on or in close relation with each other
Interpret	to clarify or explain the meaning of; elucidate
Investigate	to inquire into (a situation or problem) thoroughly; examine systematically, especially in order to discover the truth
Justify	to prove or see to be just or valid; vindicate to show to be reasonable; warrant or substantiate
Keep	to have or retain possession of
Lead	to show the way to (an individual or a group) by going with or ahead to guide or be guided by holding, pulling, etc. to phrase a question to (a witness) that tends to suggest the desired answer
Measure	to determine the size, amount, etc., of by measurement
Monitor	to observe or record (the activity or performance) of (an engine or other device)
Organise	to form (parts or elements of something) into a structured whole; co ordinate
Outline	to give the main features or general idea of
Participate	to take part, be or become actively involved, or share (in)
Perform	to carry out or do (an action)
Plan	to have in mind as a purpose to make a plan of (a building)
Prepare	to make ready or suitable in advance for a particular purpose or for some use, event etc. to put together using parts or ingredients; compose or construct to equip or outfit
Present	to show, exhibit to put forward; submit to bring or suggest to the mind
Produce	to bring (something) into existence; yield to bring forth (a product) by physical or mental effort; make
Profile	to draw, write or make a profile of

Promote	to further or encourage the progress or existence of to raise to a higher rank, status degree etc. to urge the adoption of; work for to encourage the sale of (a product) by advertising or securing financial support
Propose	to put forward (a plan, motion, etc.) for consideration or action
Provide	to put at the disposal of; furnish or supply
Recognise	to perceive (a person, creature, or thing) to be the same as or belong to the same class as something previously seen or known; know again
Recommend	to advise as the best course or choice; counsel
Research	to carry out investigations into (a subject, problem etc.)
Review	to look at or examine again to look back upon
Select	to choose (someone or something) in preference to another or others
Serve	to render or be of service to; (a person, cause, etc.); help to distribute or provide
Show	to make, be, or become visible or noticeable to indicate or explain; prove
Suggest	to put forward (a plan, idea, etc.) for consideration
Summarise	to make or be a summary of; express concisely
Understand	to know and comprehend the nature or meaning of
Undertake	to contract to or commit oneself to (something) or to do (something)
Use	to put into service or action; employ for a given purpose

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**OCR LEVEL 2 AWARD IN PREPARING FOR A BUSINESS VENTURE
 OCR LEVEL 2 CERTIFICATE IN PREPARING FOR A BUSINESS VENTURE
 OCR LEVEL 3 AWARD IN STARTING A BUSINESS VENTURE
 OCR LEVEL 3 CERTIFICATE IN STARTING A BUSINESS VENTURE**

Section A - Your organisation

Centre Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Centre Name	<input type="text"/>	
Centre Address	<input type="text"/>						Postcode	<input type="text"/>
Telephone number	<input type="text"/>			Fax number	<input type="text"/>			

Details of the person who will be the contact for the qualification	Name	<input type="text"/>
	Job Title	<input type="text"/>
	E-mail	<input type="text"/>

Please list any satellite centres where this qualification will be delivered		
Address	Address	
<input type="text"/>	<input type="text"/>	
If you are currently approved as a Centre by other awarding bodies please list below up to three		
Awarding body	Type of Qualifications	
<input type="text"/>	<input type="text"/>	
Has your organisation had approval for a qualification refused or withdrawn by any awarding body in the last five years?		
	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If the answer is yes, please enter the name of the awarding body		
<input type="text"/>		

Please tick (✓) below against the qualification(s) you wish to offer		
Qualification Title	Scheme Code	✓
OCR Level 2 Award in Preparing for a Business Venture	06471	<input type="checkbox"/>
OCR Level 2 Certificate in Preparing for a Business Venture	06472	<input type="checkbox"/>
OCR Level 3 Award in Starting a Business Venture	06473	<input type="checkbox"/>
OCR Level 3 Certificate in Starting a Business Venture	06474	<input type="checkbox"/>

Signature of Principal or Head of Department	<input type="text"/>
Date	<input type="text"/>

Section B - Criteria for approval

Please provide the following information in the space provided or on a separate sheet

Has your organisation been certificated under a formal external quality assurance system?	Yes	No
Please give the names of the staff who will be involved in the delivery of this qualification, their positions, qualifications and experience. Please attach CVs if you wish.		
Please give brief details of your organisation's staff development programme.		
Please indicate how you will ensure consistency of assessment across all staff and all sites.		
Please give details of security arrangements for assessment materials.		
Please confirm that you have in place the following which will be available for inspection by OCR if required: (a) a regularly monitored equal opportunities and access policy (b) a complaints procedure for candidates (c) a procedure for appeal against internal assessment (d) an effective management & administration system for this/these qualification(s)	Yes	No
Please confirm that staff and candidates will be made aware of the OCR results enquiries procedure	Yes	No

Please return to:

Vocational Operations, OCR, Progress House, Westwood Business Park, Westwood Way, Coventry CV4 8JQ.