

Certificate/Diploma in Business and Administration

04709 Level 4 Certificate in Business and Administration

04710 Level 4 Diploma in Business and Administration

Main features of the qualifications

The OCR Level 4 Certificate and Diploma in Business and Administration are competence based qualifications designed to reflect the work of administration staff across a wide range of industries and types of organisations and is for those who are working with autonomy and personal responsibility. They are aimed at candidates who are developing, implementing and monitoring administrative services within their organisation.

Introduction

In the Level 4 Certificate and Diploma learners can choose from a bank of optional units which show their ability to manage projects, problem-solve, negotiate, recruit and supervise, manage and run an office. This qualification is a competence based qualification. It is aimed at people who already have experience of office-based skills and wish to specialise in business and administration functions; ideally in a supervisory role.

Target audience

The Level 4 Certificate and Diploma are competence based qualifications. They are aimed at people who already have experience of office-based skills and wish to specialise in business and administration functions; ideally in a supervisory role.

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Qualification structures

To achieve a Level 4 Certificate in Business and Administration, you must complete a **minimum of 30 credits**, of which **20 credits** must be selected from **units at level 4**:

1. **20 credits** must be completed from **GROUP A MANDATORY UNITS**; and
2. A **minimum of 10 credits** from **GROUP B OPTIONAL UNITS** – please see barred combinations below *

GROUP A: MANDATORY UNITS (20 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
4	L/601/2553	Unit 401	Manage and be accountable for own performance in a business environment	3	18
4	R/601/2554	Unit 402	Evaluate and improve own performance in a business environment	4	14
4	Y/601/2555	Unit 403	Support the purpose and values of an organisation	3	14
4	D/601/2556	Unit 404	Support sustainability in a business environment	3	14
4	H/601/2557	Unit 405	Assess, manage and monitor risk in a business environment	4	18
4	M/601/2562	Unit 409	Communicate in a business environment	3	25
GROUP B: OPTIONAL UNITS (Minimum of 10 credits)					
B1: WORK RESPONSIBILITIES					
4	K/601/2558	Unit 406	Evaluate and solve business problems	6	16
4	H/601/2560	Unit 407	Make decisions in a business environment	4	24
4	K/601/2561	Unit 408	Negotiate in a business environment	7	40
B2: BUSINESS SUPPORT SERVICES					
4	L/601/2567	Unit 414	Manage an office facility	6	30
4	Y/601/2569	Unit 415	Propose and design administrative services	8	36
4	L/601/2570	Unit 416	Prepare, co-ordinate and monitor operational plans	6	26
4	Y/601/2572	Unit 417	Implement, monitor and maintain administrative services	7	15
B3: PROJECT MANAGEMENT					
3	J/601/2549	Unit 327	Contribute to running a project	5	30
5	A/601/2578	Unit 505	Manage a project	10	33
B4: EVENTS AND MEETINGS					
3	R/601/2540	Unit 320	Plan and organise an event	4	28
3	Y/601/2541	Unit 321	Co-ordinate an event	4	30
3	D/601/2542	Unit 322	Plan and organise meetings	5	25
3	H/601/2543	Unit 323	Organise business travel or accommodation	5	20
3	K/601/2544	Unit 324	Evaluate organisation of business travel or accommodation	2	10
4	J/601/2566	Unit 413	Chair meetings	4	16

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B5: COMMUNICATIONS					
3	M/601/2528	Unit 310	Develop a presentation	3	15
3	T/601/2529	Unit 311	Deliver a presentation	3	15
B6: CUSTOMER SERVICE					
3	A/601/2550	Unit 328	Deliver, monitor and evaluate customer service to internal customers	3	12
3	F/601/2551	Unit 329	Deliver, monitor and evaluate customer service to external customers	3	12
3	D/601/1228	Unit 353	Use customer service as a competitive tool	8	53
3	J/601/1515	Unit 354	Monitor and solve customer service problems	6	40
4	A/601/1236	Unit 429	Plan, organise and control customer service operations	10	67
B7: MANAGE INFORMATION AND DATA					
3	L/601/2536	Unit 316	Support the design and development of an information system	7	35
3	R/601/2537	Unit 317	Monitor information systems	7	30
3	Y/601/2538	Unit 318	Analyse and report data	6	30
4	T/601/2563	Unit 410	Design and develop an information system	7	30
4	A/601/2564	Unit 411	Manage and evaluate an information system	6	20
B8: BUSINESS RESOURCES					
3	D/601/2539	Unit 319	Order products and services	5	35
3	J/601/2552	Unit 330	Agree a budget	4	25
4	F/601/2565	Unit 412	Prepare specifications for contracts	5	30
4	T/601/2580	Unit 421	Manage budgets	5	29
5	R/601/2585	Unit 501	Invite tenders and select contractors	6	32
5	Y/601/2586	Unit 502	Monitor and evaluate contracts	6	35
B9 : INNOVATION AND CHANGE					
4	K/601/2575	Unit 418	Contribute to innovation in a business environment	6	25
4	M/601/2576	Unit 419	Plan change for a team	6	22
5	D/601/2587	Unit 503	Plan change across teams	6	26
5	K/601/2589	Unit 504	Implement, monitor and review change	6	20
B10: LEADERSHIP AND MANAGEMENT					
4	K/600/9711	Unit 422	Manage physical resources	3	25
4	M/600/9712	Unit 423	Manage the environmental impact of work activities	5	10
4	K/600/9661	Unit 428	Develop working relationships with colleagues and stakeholders	4	20
4	T/600/9601	Unit 426	Provide leadership and direction for own area of responsibility	5	30

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
4	M/600/9676	Unit 427	Support learning and development within own area of responsibility	5	25
5	A/600/9759	Unit 521	Monitor and review business processes	3	20
5	T/600/9663	Unit 524	Recruit staff in own area of responsibility	4	25

*** BARRED COMBINATIONS OPTIONAL GROUP B**

- Either unit 316 (Support the design and development of an information system – L/601/2536) or unit 410 (Design and develop an information system – T/601/2563) may be selected from Group B7: Manage Information and Data, but not both

GUIDED LEARNING HOURS (GLH):

Minimum: 136

Maximum: 173

OCR Level 4 Diploma in Business and Administration

To achieve a Level 4 Diploma in Business and Administration, you must complete a **minimum of 39 credits**, of which **27 credits** must be selected from **units at level 4**.

1. **20 credits** must be completed from **GROUP A MANDATORY CORE UNITS**; and
2. A **minimum of 19 credits** must be completed from **GROUP B OPTIONAL UNITS** – please see barred combinations below*

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GUIDED LEARNING HOURS (GLH):

Minimum: 161

Maximum: 228

Progression opportunities

Candidates have the opportunity to progress within the suite of qualifications.

For example, a candidate achieving a Level 4 Certificate in Business and Administration may:

- Get recognition for competence in business and administration by progressing to the Level 4 Diploma in Business and Administration

Learners may also progress within employment as these qualifications provide evidence of achievement of a range of practical skills.

Form of assessment

Like all NVQs, these qualifications are competence-based. This means that they are linked to a person's ability to competently perform a range of tasks connected with their work.

These qualifications are internally assessed and internally verified by centre staff and externally verified by OCR Assessors.

Certification

There will be opportunities for candidates to claim both full award and unit certification.

The full award certificate will show the qualification title and QCA accreditation information.

The unit certificate will also show the credit value of the unit achieved.

Qualification support

OCR's website, www.ocr.org.uk, contains an area dedicated to these qualifications. The Centre Handbook includes guidance on the assessment and the units can be downloaded from this web page.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on 024 76 851509.

OCR runs a regular programme of training workshops for tutors and assessors. For more details, please contact OCR's Training and Customer Support Team on 024 76 496398.

What to do next?

To seek approval to offer this qualification, please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential learners and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the learners and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: **vocational.qualifications@ocr.org.uk**; or in writing: OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ.

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees Booklet** (publication ref. code: A250) lists the charges for centre evaluation, learner entries and certification. Both publications are available to download from our website **www.ocr.org.uk**

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

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