QCF

Text Processing

Centre Handbook
OCR Entry Level Award in Initial Text Processing (Entry 3) Entry code 06957
OCR Entry Level Award in Speed Keying (Entry 3) Entry code 06956

Change to Ofqual Unit Reference Numbers from December 2013

Contents

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1   Introduction

The information provided in this handbook is correct at the time of production. Occasionally we may update this information. Please refer to the qualification webpages for the most up-to-date information.

Staff involved in the delivery of these qualifications must have access to and understand the requirements in this handbook.

You should read this document in conjunction with the *Admin guide: Vocational Qualifications*.

1.1   Qualifications covered by this handbook

This is the handbook for the following qualifications.

Title	Qualification Number (QN)
OCR Entry Level Award in Text Processing (Business Professional) (Entry 3)	500/4127/7
OCR Entry Level Award in Speed Keying (Entry 3)	500/3989/1

These qualification titles and numbers will appear on candidates' certificates.

You should ensure 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.

1.2   Why choose these qualifications?

These qualifications are part of the Text Processing (Business Professional) suite which consists of an award, certificate and diploma at Levels 1, 2 and 3 and two Entry Level qualifications.

The aims of the Entry Level Award in Speed Keying qualification are to develop candidates':

·   speed and accuracy in the use of an alphanumeric keyboard

·   competence in copying alphanumeric text.

The aims of the Entry Level Award in Text Processing qualification are to develop candidates':

·   understanding of simple business documents and the display conventions used in their production and presentation

·   ability to use keyboards and keyboard functions

·   proofreading skills

·   skills to enable them to present documents to an acceptable standard of accuracy.

These qualifications will give candidates the opportunity to:

·   achieve a nationally recognised qualification valued by employers

- prepare for entry into employment
- develop skills and competencies for the workplace.

Candidates achieving one of the qualifications can progress:

- to employment
- within employment
- to further study in Further Education (FE).

These qualifications:

- support development of Functional Skills and Essential Skills
- consist of units based on the national occupational standards developed by Skills CFA Council for Administration, the Sector Skills Council for the business sector
- are regulated in the Qualifications and Credit Framework (QCF) and are eligible for funding
- appear on the Register of Regulated Qualifications http://register.ofqual.gov.uk/
- are assessed by OCR-set and marked examinations.

1.3   Entry requirement

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

These qualifications have been developed so they are free from any barriers that restrict access or progression and therefore promote equal opportunities.

These qualifications are accredited in the QCF for learners aged 14 years and over.

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

There is no requirement for any specific prior learning. We recommend that an initial assessment should take place to ensure the candidate is capable of reaching the required standards.

1.4   Entry restrictions

There are no entry restrictions.

1.5   Mode of delivery

You are free to deliver these qualifications using any mode of delivery that meets the needs of your candidates. Whatever mode of delivery is used, you must ensure that candidates have appropriate access to the resources identified in this handbook and units.

You should consider the candidates' complete learning experience when designing learning programmes. This is particularly important where candidates are studying part time alongside work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by your staff.

We do not specify the mode of study or a time limit for the achievement of these qualifications other than the last entry/last certification dates. We will notify you at least 6 months before the qualification closes for entries and this information will be available on Ofqual's register of accredited qualifications and our *last entry/certification notification*.

1.6   Funding

These qualifications are eligible for funding.

For further details regarding approval and funding eligibility you should refer to the following websites:

-    Department for Education (DfE) under Section 96 of the Learning and Skills Act2000

-    Skills Funding Agency for public funding in England

-    DAQW – Database of Approved Qualifications for public funding in Wales

-    Department for Employment and Learning for public funding in Northern Ireland

-    Education Funding Agency for public funding information for 16-19 learners in England

You should use the Qualification Number (QN) when looking for public funding for candidates. Each unit within a qualification will also have a unit reference number.

If you have any queries regarding funding for these qualifications contact us by email at funding@ocr.org.uk.

1.7   Guided learning hours (GLH)

Guided learning hours indicate the approximate time (in hours) the tutor will spend supervising or directing study time and assessment. Each qualification requires the following guided learning hours:

Entry Level Award in Text Processing (Business Professional) – 30 glh.

Entry Level Award in Speed Keying – 20 glh.

1.8   Performance figures

Information on performance tables is available on the DfE website. Detailed information relating to Key Stage 4 performance tables is available at RAISEonline.

2   Structure and content

2.1   Qualification structure and rule of combination

Each qualification in the Qualifications and Credit Framework (QCF) has a Rule of Combination (ROC).

The ROC specifies how units can be combined and the overall number of credits to be achieved for the qualification to be awarded.

The units are available to download from our qualification webpage.

2.2   Rule of combination for Entry Level Initial Text Processing

This Award requires a minimum of 3 credits.

The candidate must achieve 3 credits from one of the core units.

2.2.1 Table of units

OCR Unit No	Unit Title	Old Unit Reference Number (URN)	New URN	Credit	Level	GLH
Core units						
06964	Text production	A/501/4174	F/505/7110	3	Entry 3	30
00003	Text production - screen reader	M/501/5810	L/505/7109	3	Entry 3	30

2.3   Rule of combination for Entry Level Speed Keying

This Award requires 2 credits.

The candidate must achieve 2 credits from the core unit.

2.3.1 Table of units

OCR Unit No	Unit Title	Old Unit Reference Number (URN)	New URN	Credit	Level	GLH
Core unit						
06965	Speed Keying	K/501/4171	J/505/7111	2	Entry 3	20

2.4   Barred combinations

Barred combinations are units that cannot be counted together as part of the rule of combination for these qualifications.

Candidates may not count the credit from multiple units covering similar content. Therefore the credit from only one unit in the Entry Level Award in Initial Text Processing qualification may be used.

2.5   Equivalencies

Equivalencies specify when a candidate can count credits from units achieved in other QCF qualifications in place of units identified in the qualification's rule of combination.

For these qualifications candidates achievement of the old unit (old unit reference numbers) will be recognised as the equivalent of the new unit reference numbers. Please see the table of units in the Rules of combination for a full list of the old and new unit reference numbers.

2.6   Exemptions

Exemptions are based on certificated achievement outside the QCF which is judged to be of equal value to a QCF unit or units.

There are no exemptions for these qualifications.

2.7   Unit aims

These are the aims for each of the units available in these qualifications.

Entry Level Award in Initial Text Processing

Entry code 06964 Entry Level Text Production (Unit Reference Number F/505/7110)

This unit aims to give candidates an introduction to the skills and knowledge required for text production in employment. It is also suitable for those who wish to learn how to use a keyboard in order to produce professional looking documents for personal use.

Entry code 00003 Entry Level Text Production (Screen Reader) (Unit Reference Number L/505/7109)

Having the same aims as unit 06964, this unit does not require the candidate to work from visual drafts. All draft material and instructions are provided as a transcript for centres to record as dictation for use in the examination. Candidates must locate text for changes and proof read the finished document using a Screen Reader.

Entry Level Award in Speed Keying

Entry code 06965 Entry Level Speed Keying (2 Credits) (Unit Reference Number J/505/7111)

This unit aims to equip candidates with the ability to key in text accurately and at a specified speed, using an alphanumeric keyboard (e.g. a word processor, computer keyboard or typewriter).

3   Centre requirements

This section provides information on centre requirements for examined qualifications.

3.1   Delivery requirements

Tutors should have the relevant level of subject knowledge and skills to deliver these qualifications.

Tutors must make sure that the supporting knowledge, understanding and skills requirements for each learning outcome are fully addressed, so that candidates can effectively progress towards meeting the requirements of each assessment criterion.

3.2   Centre resources and requirements

Your centre must provide appropriate assessment facilities for candidates that comply with our regulations stated in the *Admin guide: Vocational Qualifications* and the *JCQ Instructions for Conducting Examinations*.

You must ensure that all candidates have access, in the examination room, to the required electronic resources for each examination. All electronic resources for the current examination series are available for free download from Interchange.

Electronic resources should be downloaded from Interchange well in advance of the examination date and made available on the equipment each candidate will use during the examination.

As a minimum candidates will need individual access to a computer for the duration of the examination and access to a shared printer.

Candidates will require software that enables them to complete all of the assessment criteria in accordance with the unit and assessment guidance. We do not recommend specific software for any units.

Your centre should ensure that appropriate physical resources are made available to candidates.

4 Assessment by Examination

4.1 Initial assessment of candidates

It is important that your centre carry out an initial assessment to identify candidates' level of competence, knowledge and understanding and any potential gaps that need to be addressed. This will help you and candidates to identify optional units which they might find most appropriate.

See section 1.3 for information on prior learning and section 8.8 for recognition of prior learning.

4.2 Teaching and Learning

Tutors must make sure the knowledge, understanding and skills for each criterion is fully addressed so that candidates can effectively meet the requirements.

The identified knowledge, understanding and skills contained within the unit is not exhaustive and may be expanded or tailored to particular contexts in which the unit is being taught and the assessment criteria applied.

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

4.3 How these qualifications are assessed

The units are available as examinations within testing windows. Candidates will take the examinations on days determined by your centre within the OCR-set testing windows.

The Text production and Text production - screen reader units are assessed by examination which consists of practical exercises to confirm the candidate's ability in the appropriate text processing skills. Achievement at unit level is graded as distinction, pass or fail based on the achievement of the required pass mark. Notional pass marks are based on the requirements laid down in legislation.

The Speed keying unit is assessed by examination which is provided in the form of printed, continuous passages equating to speeds of 15-20 words per minute. It includes a core unit equating to 15 words per minute and an additional unit equating to a further 5 words per minute. The unit will be graded according to the words per minute achieved (e.g. 15 wpm or 20 wpm).

Modes of assessment and time permitted for the examinations are based on the requirements laid down in this handbook and the individual unit specifications.

Centres may hold as many examination sittings as they wish during each series but each individual candidate may only attempt a particular question paper once. If a resit is required a candidate must be entered for one of the subsequent series and attempt a different question paper.

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

4.4   Printing of documents

Printing **may** be undertaken outside of the examination time.

Each candidate **must** carry out their own printing.

All printing must be closely supervised.

After the examination time **no changes** may be made to the documents prepared other than insertion of characters not commonly available on the keyboard or printer (e.g. accents), or format changes necessary for the printing of datafiles.

4.5   Suitable to the needs of the candidate

We have tried to make sure that achievement of these qualifications is free from constraints outside the requirements of the units.

For candidates who have access requirements see 'Access arrangements including special consideration' (see Section 8.9).

If you think that any aspect of these qualifications unfairly restricts access and progression, please contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

4.6   Centre malpractice guidance

It is the responsibility of the Head of Centre[1] to report (in writing) all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

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

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 www.jcq.org.uk.

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[1] The Head of Centre is defined as 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.

5   Support

5.1   Free resources

The following materials are available on our website:

·   This centre handbook

·   Past papers for Text processing and Text processing – screen reader

·   Sample paper for Speed keying

·   Units

5.2   Interchange

Interchange has been designed to help you to carry out day-to-day administration functions online, quickly and easily. The site allows you to buy candidate entries. In addition, you will have immediate and free access to candidate information. Sign up at www.ocr.org.uk/ocr-for/exams-officers/interchange/.

5.3   Professional Development Programme

We are constantly looking for ways in which we can improve the support we offer to tutors and to make our professional development programme more accessible and convenient to all.

To find out more about our Professional Development Programme, please visit our website.

5.4   Documents referred to in this handbook

Our publications:

-    *Admin guide: Vocational Qualifications*

-    *Making entries for vocational qualifications via Interchange*

-    *Fees list*

JCQ publications at www.jcq.org.uk

-    *Access Arrangements, Reasonable Adjustments and Special Consideration*

-    *Instructions for Conducting Examinations*

-    *Suspected Malpractice in Examinations and Assessments*

Ofqual Regulatory documents at *ofqual.gov.uk/how-we-regulate/regulatory-documents/*
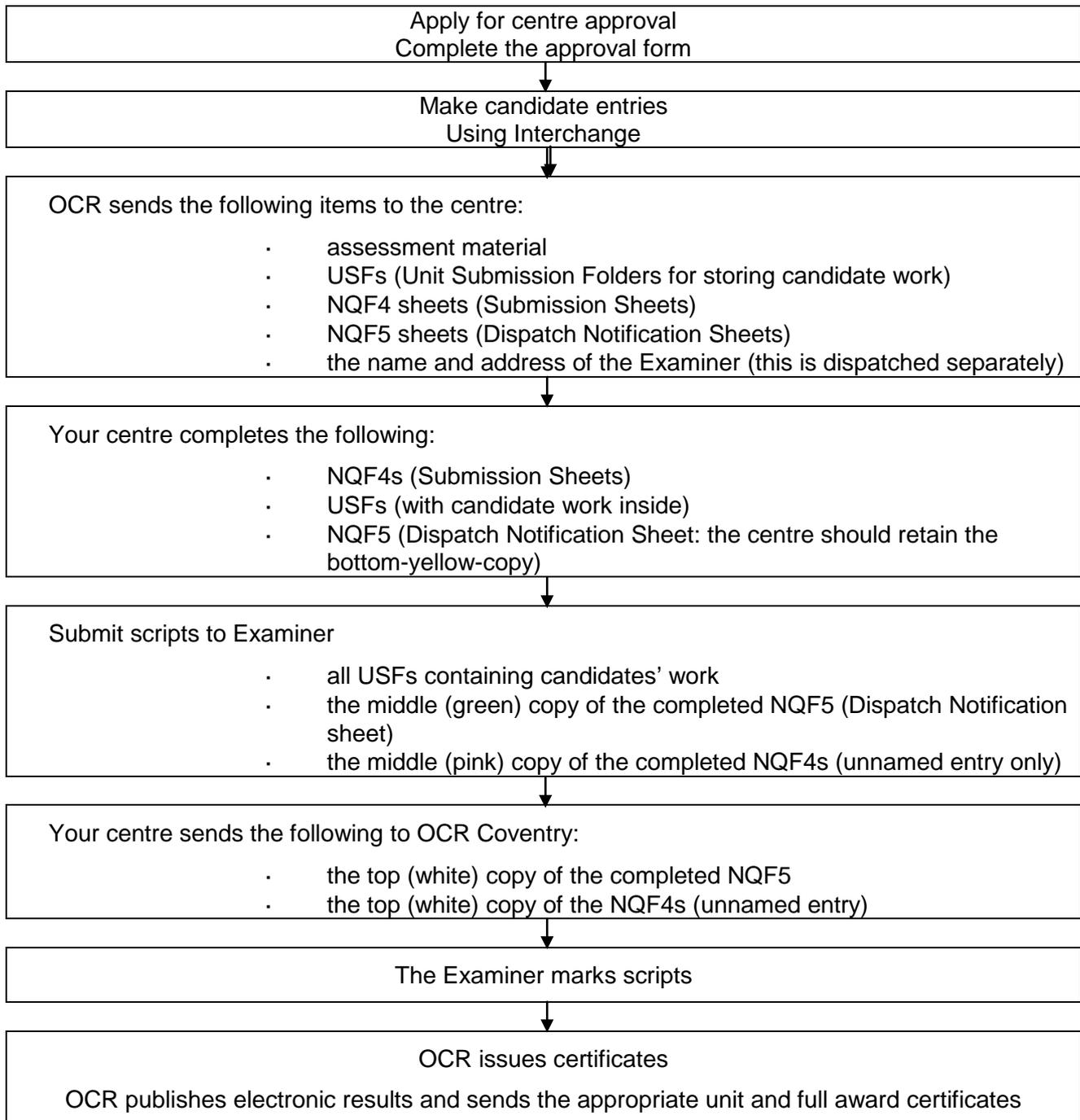
6   Administration

6.1   Overview of full process

These qualifications are assessed by examinations which may be timetabled or available for use during a stated period (testing window).

The flow chart below provides a brief summary of the administrative process.

For detailed information refer to our *Admin guide: Vocational Qualifications*.

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┌─────────────────────────────────────────────────────────────────────┐
│                      Apply for centre approval                      │
│                      Complete the approval form                     │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│                       Make candidate entries                        │
│                          Using Interchange                          │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│  OCR sends the following items to the centre:                       │
│        ·   assessment material                                      │
│        ·   USFs (Unit Submission Folders for storing candidate work)│
│        ·   NQF4 sheets (Submission Sheets)                          │
│        ·   NQF5 sheets (Dispatch Notification Sheets)               │
│        ·   the name and address of the Examiner (this is dispatched │
│            separately)                                              │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│  Your centre completes the following:                               │
│        ·   NQF4s (Submission Sheets)                                │
│        ·   USFs (with candidate work inside)                        │
│        ·   NQF5 (Dispatch Notification Sheet: the centre should     │
│            retain the bottom-yellow-copy)                           │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│  Submit scripts to Examiner                                         │
│        ·   all USFs containing candidates' work                     │
│        ·   the middle (green) copy of the completed NQF5 (Dispatch  │
│            Notification sheet)                                       │
│        ·   the middle (pink) copy of the completed NQF4s (unnamed   │
│            entry only)                                              │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│  Your centre sends the following to OCR Coventry:                   │
│        ·   the top (white) copy of the completed NQF5               │
│        ·   the top (white) copy of the NQF4s (unnamed entry)        │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│                      The Examiner marks scripts                     │
└─────────────────────────────────────────────────────────────────────┘
                                  ↓
┌─────────────────────────────────────────────────────────────────────┐
│                       OCR issues certificates                       │
│  OCR publishes electronic results and sends the appropriate unit    │
│  and full award certificates                                        │
└─────────────────────────────────────────────────────────────────────┘
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6.2   How to apply for centre approval

Your centre can either complete and submit the electronic Centre Approval Form available on our website or download the form and return the paper version to OCR Operations.

If you have any queries about centre approval contact our Customer Contact Centre on 024 7685 1509.

6.3   Making entries

6.3.1 Entry codes

You can enter candidates for the individual units using the following entry codes:

OCR entry code	Level	Title	New URN
06964	Entry 3	Text production	F/505/7110
00003	Entry 3	Text production - screen reader	L/505/7109
06965	Entry 3	Speed Keying	J/505/7111

The units and any supporting documentation for these qualifications can be found on our website.

6.3.2 Unit entries

Centres must have been approved to offer these qualifications in order to make entries. We recommend your centre applies to become an approved centre well in advance of making their first entries.

Candidates should be entered for the individual units using the unnamed route.

Entries **are** made via Interchange - OCR's secure extranet facility. For full details of the process see *Making entries for vocational qualifications via Interchange*.

Following candidate entry for individual units, we will send examiner details and the relevant question papers to the centre shortly before the examination date.

6.4 Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)

Ofqual require Awarding Organisations to capture the Unique Learner Number (ULN) for all candidates who have claimed certification for any qualification. It is also a condition of funding that all candidates that claim certification for publically funded qualifications must have a valid ULN.

The Personal Learning Record (PLR) is a permanent, online record of a candidate's qualifications and achievements and supports Credit Accumulation and Transfer (CAT). Each unit and qualification in the Qualifications and Credit Framework (QCF) has a credit value. The PLR enables learners to accumulate a record of their achievements within one place and supports the transfer of credit for these units between learning providers and awarding organisations, therefore supporting learners to gain full qualifications.

Learners over the age of 14 in UK education or training can access the PLR using their ULN. Learners keep the same ULN to access their PLR throughout their lives and whatever their level of learning.

Where a candidate has a ULN, you must enter their ten digit number in the ULN field when making entries via Interchange. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank, but OCR will not be able to send these achievements to the PLR.

Further information about this can be found in the *Admin guide: Vocational Qualifications* and at the Learner Records Service.

6.5 How to make certificate claims

Certificates will be issued with results for successful candidates. Centres **must** ensure that scripts are sent to OCR immediately following **each** examination, in small batches if necessary, otherwise results may be delayed. 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 *Admin Guide: Vocational Qualifications* (code A850) for full details.

Provided candidate details on the NQF4 are identical, OCR will send the completed Award, Certificate and Diploma Certificates automatically, once candidates have achieved the required combinations of units.

These qualifications are mainly on demand within a testing window. Results issue depends on an adequate volume of scripts being received by OCR for quality assurance purposes. As such the issuing of certificates may take longer than the standard 21 working days after the close of the test window.

6.6 Enquiries about results

Please refer to the *Admin guide: Vocational Qualifications*.

7   Certification

Each unit has a credit value. As candidates achieve units, our systems will check their achievements against the Rule of Combination for the Text Processing (Business Professional) qualifications and the Administration (Business Professional) qualifications. When your candidates achieve the units to complete the Rule of Combination the full qualification certificate is issued.

Candidates who achieve the full qualification will receive:

·   a unit certificate listing the unit achieved, with the related credit value and the unit reference number, and

·   a certificate stating the full qualification title and the qualification number.

7.1   Claiming certificates

Certificates will be issued directly to your centre for successful candidates. In order to ensure that these are automatically issued, you must ensure that the OCR candidate number is **always** used. where a candidate has already achieved one or more units. See the *Admin guide: Vocational Qualifications* for full details.

7.2   Replacement certificates

For details on replacement certificates see the *Admin guide: Vocational Qualifications*.

8   Other information

8.1   National Occupational Standards (NOS)

These qualifications provides 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 relates to national occupational standards in Business and Administration.

8.2   Functional skills

Training provided for these qualifications may help to prepare candidates for functional skills assessment (e.g. checking documents for accuracy and correcting mistakes as necessary may be good preparation for English). It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

8.3   Essential skills

Training provided for these qualifications may help to prepare candidates for essential skills assessment (e.g. checking documents for accuracy and correcting mistakes as necessary may be good preparation for Essential Skills - Communication). It is likely however that further training would be needed to fully prepare candidates for assessment.

8.4   Avoidance of bias

We have taken great care in the preparation of these qualifications to avoid bias of any kind. Special focus is given to the 9 strands of the Equality Act with the aim of ensuring both direct and indirect discrimination is avoided.

8.5   Regulatory requirements

These qualifications comply with Ofqual's *General Conditions of Recognition* and Ofqual's *Regulatory Arrangements for the Qualifications and Credit Framework (Ofqual, August 2008).*

8.6   Language

These qualifications and any associated assessment materials are in English only. Only answers provided in English will be assessed.

8.7 Delivery in Wales and Northern Ireland

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. They do not regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. They do not regulate degrees.

These qualifications have been regulated by Ofqual for delivery in England and Northern Ireland during the life of the qualification and approved by the Welsh Government for use by centres in Wales.

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 neutral terms have been used so that candidates may apply whatever is appropriate to their own situation.

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

Further information about the provision of assessment materials in Welsh and Irish may be obtained from our Customer Contact Centre: 024 76 851509.

8.8 Recognition of Prior Learning (RPL)

Within the QCF, recognition of prior learning (RPL) is defined as 'A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.' (Regulatory arrangements for the Qualifications and Credit Framework Ofqual/08/3726). We encourage the use of RPL and your centre should advise their learners that they can bring forward any relevant learning (gained either informally or formally) so that it can be assessed against the assessment criteria specified in the unit, or units, the learner aims to complete. It is important that your centre make it clear to their learners that the RPL process is concerned with how the learner has acquired the knowledge, understanding or skills, it does not mean the learner is exempt from the assessment.

The currency of knowledge and ability is often important when recognising skills and competences. Where assessment is devolved to centres through assignments or portfolio-building, centre staff must judge the relevance of prior learning in all its aspects (including currency) to the qualification being assessed, before we will quality assure and authorise certification.

8.9 Access arrangements and special consideration

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates.

It is important, therefore, that your centre identifies 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 your centre. Centre staff should consult the Joint Council of Qualifications' (JCQ) booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* www.jcq.org.uk.

For further guidance on specific assessment requirements of individual qualifications and appropriate adjustments to assessment, centres are advised to contact the Customer Contact Centre on 024 76 851509. You can also contact the Special Requirements team by email at ocr.specialrequirementsteam@ocr.org.uk.

You should ensure that all candidates are given equal opportunity to demonstrate their competence for the qualifications against specified criteria. All of the specified criteria must be met by all candidates independently and may not be reworded or omitted in any circumstances. However, candidates may use mechanical, electronic and other aids in order to demonstrate competence so long as the aids are generally commercially available and can feasibly be used on employers' premises; software must not perform tasks for which credit is given to the candidate.

Text Production units are available at levels entry, 1, 2 and 3 for use with Screen Reader software. These units do not require the candidate to work from visual drafts. All draft material and instructions are provided as a transcript for centres to record as dictation for use in the examination. Candidates use the Screen Reader to locate text, make changes and proof read the finished document. The time allowed to complete this examination takes account of the extra time involved in the use of the screen reader software. Candidates may use screen reader software for other Text Processing (Business Professional) examinations but additional time is not permitted in any examination. The use of Braille is not appropriate for these examinations.

For further guidance on access arrangements and special consideration refer to the *Admin guide: Vocational Qualifications*.

9   Contacting us

9.1   Enquiries

For enquiries about any of our vocational qualifications, please contact the Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 421944
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit our website at www.ocr.org.uk for further information about our qualifications.

9.2   Customer feedback

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

Text Processing suite
Sector Manager
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Email: text.processing@ocr.org.uk

9.3   Complaints

All complaints will be handled sensitively and speedily and used to inform how we can improve our service to customers.

If you are not satisfied with a product or service we have provided please follow the process set out in our complaints policy.

You can contact us:

by post –write to:
OCR Director of Standards
1 Hills Road
Cambridge
CB1 2EU

by email – send your email to complaints@ocr.org.uk

by phone/fax contact our Customer Contact Centre on:
Telephone: 024 76 851509
Fax: 024 76 421944

10 Qualification summary

10.1 Entry Level Award in Initial Text Processing (Entry 3) summary

OCR entry code	06957		**Qualification Number (QN)**		500/4127/7
Approved age group	Pre-16	16-18	18+		19+
	Yes	Yes	Yes		Yes
This qualification is suitable for candidates	· wanting to develop the knowledge and skills required to produce simple business documents · studying in preparation for employment · wanting to progress in employment.				
Entry requirements	There are no formal entry requirements for this qualification.				
Credit requirement	You need a minimum of 3 credits to achieve the full qualification. See Section 2.2 of the centre handbook for details on how you make up the 3 credits.				
Assessment model	All units are externally assessed by OCR-set and marked examinations. Units will be graded Distinction, Pass or Fail.				
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.				

10.2 Entry Level Award in Speed Keying (Entry 3) summary

OCR entry code	06956	**Qualification Number (QN)**	500/3989/1	
Approved age group	Pre-16	16-18	18+	19+
	Yes	Yes	Yes	Yes
This qualification is suitable for candidates	· wanting to develop the knowledge and skills required to produce a variety of straightforward business documents · studying in preparation for employment · wanting to progress in employment.			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	You need a total of 2 credits to achieve the full qualification. See Section 2.3 of the centre handbook for details on how you make up the 2 credits.			
Assessment model	The unit is externally assessed by OCR-set and marked examinations. The unit will be graded according to the words per minute achieved (e.g. 15 wpm or 20 wpm). The speed achieved will be stated on the certificate.			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			