

Text Processing (Business Professional)

Centre Handbook

OCR Level 1 Award in Text Processing (Business Professional)
Entry code 06947

OCR Level 1 Certificate in Text Processing (Business Professional)
Entry code 06948

OCR Level 1 Diploma in Text Processing (Business Professional)
Entry code 06949

This is version 2. Last updated 28/02/2015. We've indicated significant changes by a black line.

We have removed the assessment of units in the Welsh language from February 2015.

From February 2015 we have closed entries for exams in the medium of Welsh for Prosesu Geiriau (Word Processing) and Cynhyrchu Testun (Text Production). Prior achievement of these units will be recognised as contributing to the Text Processing qualifications.

For full details see the qualification webpage.

Contents

1	Introduction to these qualifications	4
1.1	Qualifications covered by this handbook	4
1.2	Why choose these qualifications?	4
1.3	Entry requirement	5
1.4	Entry restrictions	5
1.5	Mode of delivery	6
1.6	Funding	6
1.7	Guided learning hours (GLH)	6
1.8	Performance tables	7
2	Structure and content	8
2.1	Qualification structure and rule of combination	8
2.2	Rule of combination for Level 1 Award	8
2.3	Rule of combination for Level 1 Certificate	9
2.4	Rule of combination for Level 1 Diploma	9
2.5	Barred combinations	11
2.6	Equivalencies	12
2.7	Exemptions	12
2.8	Unit aims	12
3	Centre requirements	16
3.1	Delivery requirements	16
3.2	Centre resources and requirements	16
4	Assessment by Examination	17
4.1	Initial assessment of candidates	17
4.2	Teaching and Learning	17
4.3	How these qualifications are assessed	17
4.4	Printing of documents	18
4.5	Suitable to the needs of the candidate	18
4.6	Centre malpractice guidance	18
5	Support	19
5.1	Free resources	19
5.2	Interchange	19
5.3	Professional Development Programme	19
5.4	Documents referred to in this handbook	19
6	Administration	20
6.1	Overview of full process	20
6.2	How to apply for centre approval	21
6.3	Making entries	21
6.4	Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)	22
6.5	How to make certificate claims	22
6.6	Enquiries about results	23
7	Certification	24
7.1	Claiming certificates	24
7.2	Replacement certificates	24
8	Other information	25
8.1	National Occupational Standards (NOS)	25
8.2	Functional skills	25
8.3	Essential skills	25
8.4	Avoidance of bias	25

Contents

8.5	Regulatory requirements	25
8.6	Language	26
8.7	Delivery in Wales and Northern Ireland	26
8.8	Recognition of Prior Learning (RPL)	26
8.9	Access arrangements and special consideration	26
9	Contacting us	28
9.1	Enquiries	28
9.2	Customer feedback	28
9.3	Complaints	28
10	Qualification summary	29
	Level 1 Award in Text Processing (Business Professional) summary	29
	Level 1 Certificate in Text Processing (Business Professional) summary	30
	Level 1 Diploma in Text Processing (Business Professional) summary	31

1 Introduction to these qualifications

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 Level 1 Award in Text Processing (Business Professional)	500/4126/5
OCR Level 1 Certificate in Text Processing (Business Professional)	500/4128/9
OCR Level 1 Diploma in Text Processing (Business Professional)	500/4222/1

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 these qualifications are to develop candidates':

- understanding of straightforward business documents and the conventions used in their production and presentation
- ability to use keyboards and keyboard functions
- proofreading skills
- skills and competences needed to produce quality work with a high degree of accuracy.

This 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 Level 1.

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 and you may enter candidates for any combination of units, but credit from only one unit in each specialist area (e.g. Word Processing) may be used in each full qualification claim. See section 2.5, barred combinations, for further details.

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 Act 2000](#)
- [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:

Level 1 Award in Text Processing (Business Professional) – minimum 80 glh.

Level 1 Certificate in Text Processing (Business Professional) – minimum 130 glh.

Level 1 Diploma in Text Processing (Business Professional) – minimum 370 glh.

1.8 Performance tables

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.

Candidates do not have to achieve units in any particular order and learning programmes should be tailored to meet individual needs. It is recommended that, wherever possible, you deliver these qualifications holistically by identifying opportunities to link the units.

If a candidate is not able to complete the full qualification, we will issue unit certificates listing the unit(s) and credit achieved.

When combining units for the chosen qualification, it is your responsibility to ensure the rule of combination is followed.

Please note: We have closed entries for exams in the medium of Welsh for Prosesu Geiriau (Word Processing) and Cynhyrchu Testun (Text Production). Prior achievement of these units will be recognised as contributing to the Text Processing qualifications.

The units are available to download from our qualification [webpage](#).

2.2 Rule of combination for Level 1 Award

This Award requires a minimum of 8 credits.

The candidate must achieve 4 credits from the core units in group A and a minimum of 4 credits must come from the optional units in group B.

Table of units for the Award

OCR Unit No	Unit Title	Old Unit Reference Number (URN)	New URN	Credit	Level	GLH
A - Core units						
06966	Text Production	J/501/4081	Y/505/7078	4	1	40
00004	Text Production - Screen Reader	A/501/5812	A/505/7073	4	1	40
B - Optional Units						
Entry Level, Level 1 and Level 2						
06965	Speed Keying	K/501/4171	J/505/7111	2	Entry 3	20
06967	Audio-Transcription	F/501/4130	H/505/7083	4	1	40
06968	Business Presentations	M/501/4172	D/505/7079	4	1	40
06969	Computer Keyboard Skills	K/501/4140	N/A	3	1	30

06970	Legal Text Processing	M/501/4141	D/505/7082	4	1	40
06971	Mailmerge	T/501/4173	R/505/7080	4	1	40
06972	Shorthand Speed Skills	T/501/4142	M/505/7085	4	1	40
06973	Speed Keying	H/501/4170	K/505/7084	4	1	40
06974	Word Processing	Y/501/4070	Y/505/7081	4	1	40
06976	Audio-Transcription	K/501/4221	F/505/7088	4	2	40
06977	Business Presentations	R/501/4231	A/505/7090	5	2	50
06978	Document Presentation	Y/501/4232	J/505/7092	5	2	50
06980	Legal Audio-Transcription	F/501/4225	R/505/7094	5	2	50
06994	Mailmerge	Y/501/4229	F/505/7091	5	2	50
06995	Medical Audio-transcription	J/501/4226	A/505/7087	5	2	50
06996	Medical Word Processing	L/501/4227	J/505/7089	5	2	50
06997	Shorthand Speed Skills	M/501/4222	D/505/7096	5	2	50
06998	Speed Keying	T/501/4223	Y/505/7095	4	2	40
06999	Word Processing	A/501/4224	T/505/7086	5	2	50

2.3 Rule of combination for Level 1 Certificate

This Certificate requires a minimum of 13 credits.

The candidate must achieve 4 credits from the core units in group A and a minimum of 9 credits must come from the optional units in group B.

Credits from only one unit in each specialist area may be used in a full certificate claim. See section 2.5, barred combinations, for further details.

2.4 Rule of combination for Level 1 Diploma

This Certificate requires a minimum of 37 credits.

The candidate must achieve 4 credits from the core units in group A and a minimum of 33 credits must come from the optional units in group B.

Credits from only one unit in each specialist area may be used in a full certificate claim. See section 2.5, barred combinations, for further details.

Table of units for the Certificate and the Diploma

Please note: We have closed entries for exams in the medium of Welsh for Prosesu Geiriau (Word Processing) and Cynhyrchu Testun (Text Production).

Prior achievement of these units will be recognised as contributing to the Text Processing qualifications.

OCR Unit No	Unit Title	Old Unit Reference Number (URN)	New URN	Credit	Level	GLH
A - Core units						
06966	Text Production	J/501/4081	Y/505/7078	4	1	40
00004	Text Production - Screen Reader	A/501/5812	A/505/7073	4	1	40
Closed	Cynhyrchu Testun	J/501/4081	Y/505/7078	4	1	40
B - Optional Units						
Level 1 and Level 2 units						
Closed	Prosesu Geiriau	Y/501/4070	Y/505/7081	4	1	40
Closed	Prosesu Geiriau	A/501/4224	T/505/7086	5	2	50
06967	Audio-Transcription	F/501/4130	H/505/7083	4	1	40
06968	Business Presentations	M/501/4172	D/505/7079	4	1	40
06969	Computer Keyboard Skills	K/501/4140	N/A	3	1	30
06970	Legal Text Processing	M/501/4141	D/505/7082	4	1	40
06971	Mailmerge	T/501/4173	R/505/7080	4	1	40
06972	Shorthand Speed Skills	T/501/4142	M/505/7085	4	1	40
06973	Speed Keying	H/501/4170	K/505/7084	4	1	40
06974	Word Processing	Y/501/4070	Y/505/7081	4	1	40
06976	Audio-Transcription	K/501/4221	F/505/7088	4	2	40
06977	Business Presentations	R/501/4231	A/505/7090	5	2	50
06978	Document Presentation	Y/501/4232	J/505/7092	5	2	50
06980	Legal Audio-Transcription	F/501/4225	R/505/7094	5	2	50
06994	Mailmerge	Y/501/4229	F/505/7091	5	2	50
06995	Medical Audio-transcription	J/501/4226	A/505/7087	5	2	50
06996	Medical Word Processing	L/501/4227	J/505/7089	5	2	50
06997	Shorthand Speed Skills	M/501/4222	D/505/7096	5	2	50
06998	Speed Keying	T/501/4223	Y/505/7095	4	2	40
06999	Word Processing	A/501/4224	T/505/7086	5	2	50
Entry 3						
06965	Speed Keying	K/501/4171	J/505/7111	2	Entry 3	20

2.5 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 from each of the following topics, regardless of level, may be used towards a Level 1 Certificate or Level 1 Diploma:

- Topic A: Text Production, Text Production – Screen Reader, Cynhyrchu Testun
- Topic B: Word Processing, Prosesu Geiriau, Medical Word Processing, Legal Word Processing
- Topic C: Audio-transcription, Medical Audio-transcription, Legal Audio-transcription
- Topic D: Speed Keying
- Topic E: Mailmerge
- Topic F: Business Presentations
- Topic G: Shorthand Speed Skills

The following table lists the units in these qualifications that are barred with other units of similar content.

OCR unit No	Unit Level	Unit title	New Unit Reference Number
Topic A			
06966	1	Text Production	Y/505/7078
00004	1	Text Production - Screen Reader	A/505/7073
Closed	1	Cynhyrchu Testun	Y/505/7078
Topic B			
06974	1	Word Processing	Y/505/7081
06999	2	Word Processing	T/505/7086
Closed	1	Prosesu Geiriau	Y/505/7081
Closed	2	Prosesu Geiriau	T/505/7086
06996	2	Medical Word Processing	J/505/7089
Topic C			
06967	1	Audio-Transcription	H/505/7083
06976	2	Audio-Transcription	F/505/7088
06980	2	Legal Audio-Transcription	R/505/7094
06995	2	Medical Audio-transcription	A/505/7087
Topic D			
06973	1	Speed Keying	K/505/7084
06998	2	Speed Keying	Y/505/7095
Topic E			
06971	1	Mailmerge	R/505/7080
06994	2	Mailmerge	F/505/7091

OCR unit No	Unit Level	Unit title	New Unit Reference Number
Topic F			
06968	1	Business Presentations	D/505/7079
06977	2	Business Presentations	A/505/7090
Topic G			
06972	1	Shorthand Speed Skills	M/505/7085
06997	2	Shorthand Speed Skills	D/505/7096

2.6 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.

2.7 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.

2.8 Unit aims

These are the aims for each of the units available in the Level 1 Award, Certificate and Diploma in Text Processing (Business Professional).

Group A Core Units

Entry code 06966 Level 1 Text Production (4 Credits) (Unit Reference Number Y/505/7078)

This unit aims to equip candidates with the ability to produce, from handwritten and typewritten draft material, a variety of routine business documents to a standard that meets the business document production requirements of employers.

Entry code 00004 Level 1 Text Production - Screen Reader (4 Credits) (Unit Reference Number A/505/7073)

Having the same aims as unit 06966, 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.

Level 1 Cynhyrchu Testun (4 Credits) (Unit Reference Number Y/505/7078)

We have closed entries for this unit. Prior achievement of this unit will be recognised as contributing to the Text Processing qualifications.

This unit aims to equip candidates with the ability to produce, from handwritten and typewritten draft material, a variety of routine business documents to a standard that meets the business document production requirements of employers. This unit was set in the Welsh language.

Group B Optional Units from Entry level, Level 1 and Level 2**Level 1**Level 1 Prosesu Geiriau (4 Credits) (Unit Reference Number Y/505/7081)

We have closed entries for this unit. Prior achievement of this unit will be recognised as contributing to the Text Processing qualifications.

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor or computer, four routine business documents to a standard that meets the requirements of employers. This unit was set in the Welsh language.

Entry code 06967 Level 1 Audio-Transcription (4 Credits) (Unit Reference Number H/505/7083)

This unit aims to equip candidates with the ability to produce a variety of routine business documents to a standard that meets the business document production requirements of employers from recorded speech and information provided on the information sheet.

Entry code 06968 Level 1 Business Presentations (4 Credits) (Unit Reference Number D/505/7079)

This unit aims to equip the candidate with the ability to produce, from handwritten and typewritten drafts and from recalled material, simple business presentations, to a standard that meets the requirements of employers. The candidate is able to use a provided template to produce a master slide, create and modify single slides to produce a simple presentation.

Entry code 06969 Level 1 Computer Keyboard Skills (3 Credits) (Unit Reference Number K/501/4140)

This unit aims to equip candidates with the ability to use a computer keyboard effectively. Candidates will use a keyboard as an input device to key given information accurately.

Entry code 06970 Level 1 Legal Text Processing (4 Credits) (Unit Reference Number D/505/7082)

This unit aims to equip candidates with the ability to produce, from handwritten and typewritten draft material, a variety of routine legal documents to a standard that meets the requirements of employers.

Entry code 06971 Level 1 Mailmerge (4 Credits) (Unit Reference Number R/505/7080)

This unit aims to equip candidates with the ability to create, amend and print simple datafiles and standard documents and print selected merge documents using limited merge facilities to a standard that meets the requirements of employers.

Entry code 06972 Level 1 Shorthand Speed Skills (4 Credits) (Unit Reference Number M/505/7085)

This unit aims to equip candidates with the ability and competence to take shorthand notes from dictated material, at 40 or 50 words per minute (wpm), as appropriate for use in business (by

people such as journalists, secretaries and court reporters). Candidates are then required to use a form of note taking by hand or machine to produce an accurate transcript from dictated material.

Entry code 06973 Level 1 Speed Keying (4 Credits) (Unit Reference Number K/505/7084)

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).

Entry code 06974 Level 1 Word Processing (4 Credits) (Unit Reference Number Y/505/7081)

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor or computer, four routine business documents to a standard that meets the requirements of employers.

Level 2

Level 2 Prosesu Geiriau (5 Credits) (Unit Reference Number T/505/7086)

We have closed entries for this unit. Prior achievement of this unit will be recognised as contributing to the Text Processing qualifications.

This unit aims to equip candidates with the ability to produce, from handwritten and recalled text, using a word processor or computer, a variety of business documents to a standard that meets the requirements of employers. This unit was set in the Welsh language.

Entry code 06976 Level 2 Audio-Transcription (4 Credits) (Unit Reference Number F/505/7088)

This unit aims to equip candidates with the ability to produce a variety of routine business documents to a standard that meets the business document production requirements of employers from recorded speech and information provided on the information sheet.

Entry code 06977 Level 2 Business Presentations (5 Credits) (Unit Reference Number A/505/7090)

This unit aims to equip the candidate with the ability to produce, from handwritten and typewritten drafts and from recalled material, a range of presentations, to a standard that meets the requirements of employers. The candidate is able to follow a design brief to produce a master slide and to manipulate software to incorporate a range of material and present it in different ways.

Entry code 06978 Level 2 Document Presentation (5 Credits) (Unit Reference Number J/505/7092)

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor or computer, a variety of business documents to a standard that meets the requirements of employers. Candidates will use a range of word processing functions and to work accurately within time constraints.

Entry code 06980 Level 2 Legal Audio-Transcription (5 Credits) (Unit Reference Number R/505/7094)

This unit aims to equip candidates with the ability to produce, from recorded material, a variety of routine legal documents to a standard that meets the requirements of employers.

Entry code 06994 Level 2 Mailmerge (5 Credits) (Unit Reference Number F/505/7091)

This unit aims to equip candidates with the ability to create, amend and print datafiles and standard documents and print selected merged documents and labels using merge facilities.

Entry code 06995 Level 2 Medical Audio-transcription (5 Credits) (Unit Reference Number A/505/7087)

This unit aims to equip candidates with the ability to produce a variety of routine medical business documents to a standard that meets the business document production of employers from

recorded speech and information provided on the information sheet. They will also develop an understanding of the requirements of medical conventions.

Entry code 06996 Level 2 Medical Word Processing (5 Credits) (Unit Reference Number J/505/7089)

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor or computer, a range of business documents in a medical context to a standard that meets the business document production requirements of employers.

Entry code 06997 Level 2 Shorthand Speed Skills (5 Credits) (Unit Reference Number D/505/7096)

This unit aims to equip candidates with the ability and competence to take shorthand notes from dictated material, at 60 or 70 words per minute (wpm), as appropriate for use in business (by people such as journalists, secretaries and court reporters). Candidates are then required to use a form of note taking by hand or machine to produce an accurate transcript from dictated material.

Entry code 06998 Level 2 Speed Keying (4 Credits) (Unit Reference Number Y/505/7095)

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).

Entry code 06999 Level 2 Word Processing (5 Credits) (Unit Reference Number T/505/7086)

This unit aims to equip candidates with the ability to produce, from handwritten and recalled text, using a word processor or computer, a variety of business documents to a standard that meets the requirements of employers.

Entry Level

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 any entry requirements or requirements for 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, with the exception of the shorthand speed skills units. Candidates will take the examinations on days determined by your centre within the OCR-set testing windows.

The shorthand speed skills units (06972, 06997 and 03936) are timetabled exams which are sat on specific dates.

Achievement at unit level is graded as distinction, pass or fail based on the achievement of the required pass mark. Notional pass marks are set in line with regulatory requirements. The exception is the Shorthand Speed Skills and Speed Keying units, which will state the words per minute speed achieved on the certificate.

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 section 8.9 'Access arrangements including special consideration'.

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 Centre¹ 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.

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
- Units
- Sample Assessment materials

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.icq.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/

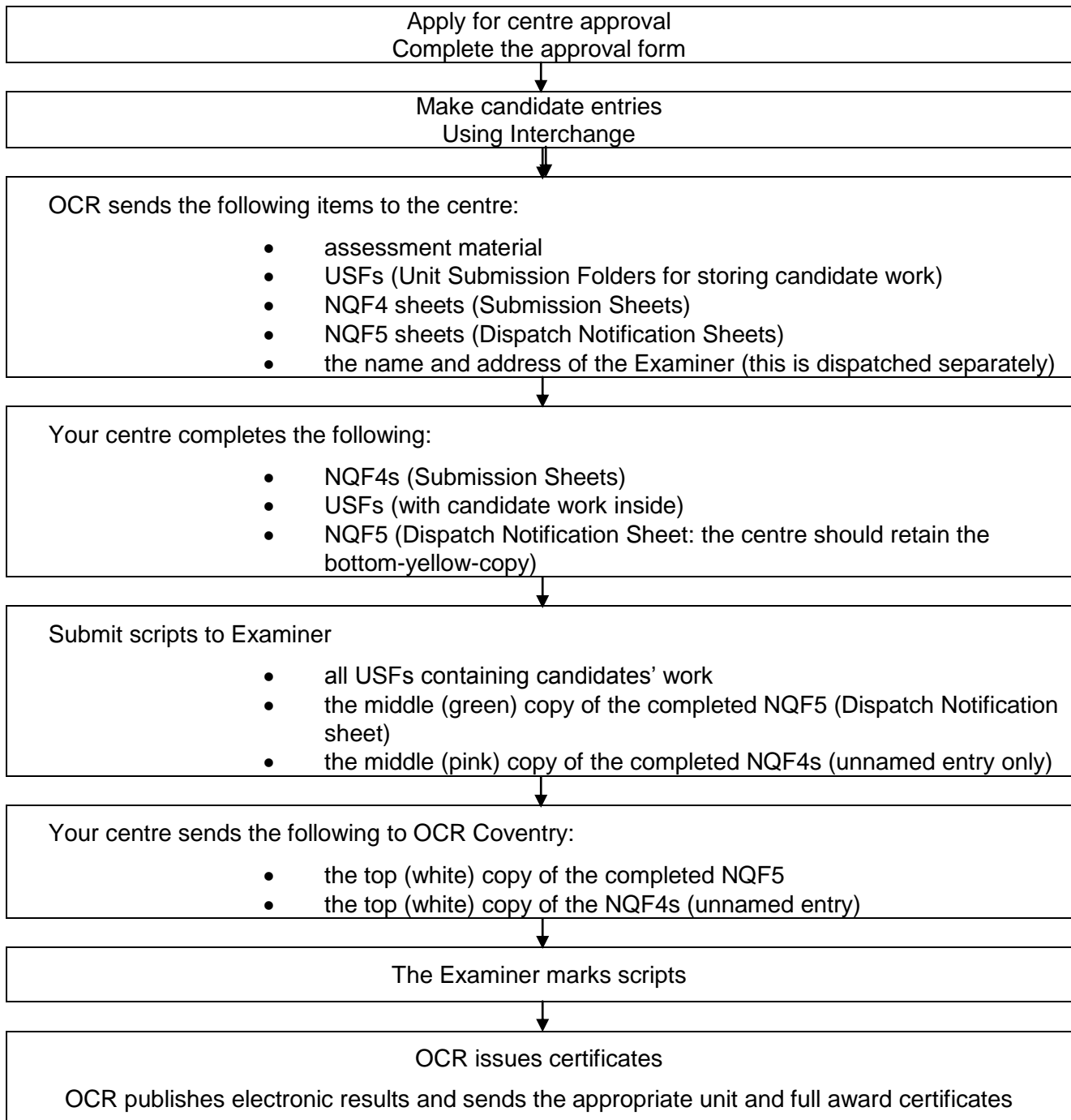
6 Administration

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](#).



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
06966	1	Text Production	Y/505/7078
00004	1	Text Production - Screen Reader	A/505/7073
Closed	1	Cynhyrchu Testun	Y/505/7078
Closed	1	Prosesu Geiriau	Y/505/7081
Closed	2	Prosesu Geiriau	T/505/7086
06967	1	Audio-Transcription	H/505/7083
06968	1	Business Presentations	D/505/7079
06969	1	Computer Keyboard Skills	K/501/4140
06970	1	Legal Text Processing	D/505/7082
06971	1	Mailmerge	R/505/7080
06972	1	Shorthand Speed Skills	M/505/7085
06973	1	Speed Keying	K/505/7084
06974	1	Word Processing	Y/505/7081
06976	2	Audio-Transcription	F/505/7088
06977	2	Business Presentations	A/505/7090
06978	2	Document Presentation	J/505/7092
06980	2	Legal Audio-Transcription	R/505/7094
06994	2	Mailmerge	F/505/7091
06995	2	Medical Audio-transcription	A/505/7087
06996	2	Medical Word Processing	J/505/7089
06997	2	Shorthand Speed Skills	D/505/7096
06998	2	Speed Keying	Y/505/7095
06999	2	Word Processing	T/505/7086
06965	E3	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 Bodies to capture the Unique Learner Number (ULN) for all candidates who have claimed certification for any of these qualifications. 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 bodies, 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 or units achieved, with their related credit value and the unit reference number(s), and
- a certificate stating the full qualification title and the qualification number.

Candidates who achieve one or more units but who do not meet the credit requirements for a full qualification will receive a certificate listing the units they have achieved along with their credit value.

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 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 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).

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

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. It doesn't regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. It doesn't regulate degrees.

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

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.

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: vocational.qualifications@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

Level 1 Award in Text Processing (Business Professional) summary

OCR entry code	06947	Qualification Number (QN)		500/4126/5
Approved age group	Pre-16	16-18	18+	19+
	Yes	Yes	Yes	Yes
This qualification is suitable for candidates	<ul style="list-style-type: none"> 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	<p>You need a minimum of 8 credits to achieve the full qualification.</p> <p>See Section 2.2 of the centre handbook for details on how you make up the 8 credits.</p>			
Assessment model	<p>All units are externally assessed by OCR-set and marked examinations.</p> <p>Units will be graded Distinction, Pass or Fail.</p> <p>Shorthand Speed Skills and Speed Keying units will state the speed achieved on the certificate</p>			
Last date to enter candidates	<p>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.</p>			

Level 1 Certificate in Text Processing (Business Professional) summary

OCR entry code	06948	Qualification Number (QN)		500/4128/9
Approved age group	Pre-16	16-18	18+	19+
	Yes	Yes	Yes	Yes
This qualification is suitable for candidates	<ul style="list-style-type: none"> 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	<p>You need a minimum of 13 credits to achieve the full qualification.</p> <p>See Section 2.3 of the centre handbook for details on how you make up the 13 credits.</p>			
Assessment model	<p>All units are externally assessed by OCR-set and marked examinations.</p> <p>Units will be graded Distinction, Pass or Fail.</p> <p>Shorthand Speed Skills and Speed Keying units will state the speed achieved on the certificate</p>			
Last date to enter candidates	<p>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.</p>			

Level 1 Diploma in Text Processing (Business Professional) summary

OCR entry code	06949	Qualification Number (QN)		500/4222/1
Approved age group	Pre-16	16-18	18+	19+
	Yes	Yes	Yes	Yes
This qualification is suitable for candidates	<ul style="list-style-type: none"> 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	<p>You need a minimum of 37 credits to achieve the full qualification.</p> <p>See Section 2.4 of the centre handbook for details on how you make up the 37 credits.</p>			
Assessment model	<p>All units are externally assessed by OCR-set and marked examinations.</p> <p>Units will be graded Distinction, Pass or Fail.</p> <p>Shorthand Speed Skills and Speed Keying units will state the speed achieved on the certificate</p>			
Last date to enter candidates	<p>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.</p>			