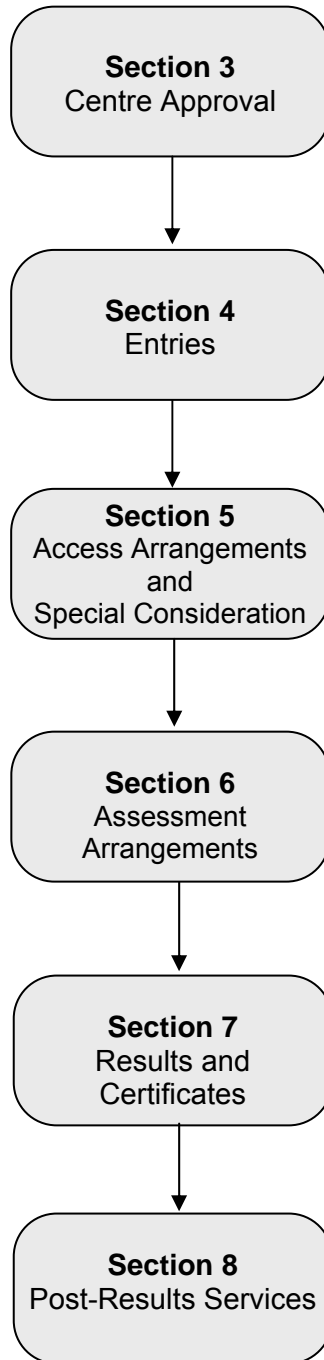


Apprenticeships Admin Guide 2011/12

“ Employers recognise the
value of **Apprenticeships.**
OCR Apprenticeships
meet their needs. ”

Overview

This document is structured in chronological order of activity. Each box in the flow chart below corresponds to a section in this *Guide*.



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1 Introduction

1.1 Purpose and scope of this *Guide*

This *Admin Guide* is designed to assist exams officers and teachers within registered OCR centres with the administration of Apprenticeship components. It should be read in conjunction with the following documents, which are available to download from the OCR website:

- *Admin Guide: Vocational Qualifications*
- *Admin Guide: Functional Skills*
- *Admin Guide: Key Skills*
- *Admin Guide: Essential Skills Wales*
- *Admin Guide: Diplomas.*

OCR offers the components for the Apprenticeship frameworks listed in Section 2.2. However, please note that OCR does not issue the Apprenticeship Completion Certificates. Please see Section 7.5 for details of how to apply for these.

1.2 Obtaining further support and information

OCR website

The best way to obtain up-to-date information is via the OCR website at www.ocr.org.uk. The website includes essential support materials such as centre handbooks, model assignments, sample and past question papers, brochures and datasheets, together with details about entries, results and fees. New administrative and qualification information is added regularly.

Interchange

Interchange (<https://interchange.ocr.org.uk>) is a free, secure website that has been developed to help exams officers and teachers carry out day-to-day administrative functions online quickly and efficiently. The site allows you to check your approval status, make and view entries and claims, view achievements and access external verifier and feedback reports. As Interchange is updated daily, it is always the place to view the most accurate information. In order to use Interchange for the first time, you just need to register your centre by returning the Interchange Agreement. This can be downloaded from the OCR website.

OCR support and training

OCR's Customer Admin Support Team (CAST) offers training specifically for groups of exams officers, as well as attending network meetings. To find out more about the training we can offer to give you more confidence in administering OCR qualifications, or to invite us to your network meetings, please email the team at cast@ocr.org.uk.

OCR Training also offers a programme of training for teachers to provide essential support in the delivery and assessment of a full range of OCR qualifications. Details of our programme are mailed to your centre and you can find a full A to Z list of courses on the OCR website at www.ocr.org.uk/training. You can also find training and book online using OCR EventBooker – visit www.ocreventbooker.org.uk. If you would like more information, please contact us at training@ocr.org.uk.

OCR Publications

The OCR Publications Service offers support to OCR centres, parents and candidates. It offers a wide range of up-to-date materials for sale which relate to our key qualifications. These materials include specifications and a range of support materials.

The OCR Publications Catalogue, which can be downloaded from the OCR website, holds the full list of materials currently available to order. There are several ways to place an order:

Online – <http://publications.ocr.org.uk>

Email – publications@ocr.org.uk

Telephone – 0870 7706622.

Community

Our social network site enables teachers to share best practice, offer guidance and upload and access a range of support materials such as lesson plans, presentations, videos and links to other helpful sites. Visit www.social.ocr.org.uk to find out more.

1.3 Contacting OCR

For general enquiries, please contact the OCR Customer Contact Centre:

Telephone: 02476 851509 (08:00–17:30 Monday to Friday)

Fax: 02476 851633

Email: vocational.qualifications@ocr.org.uk
(Please include centre name and number in the email.)

Post: OCR, Westwood Way, Coventry, CV4 8JQ

As part of our quality assurance programme, calls may be recorded or monitored for training purposes. Please note that we may not be able to provide specific information if a centre email address is not used.

2 Structure of Apprenticeships

2.1 Apprenticeship Components

Apprenticeships are made up of a number of parts or **components**. During 2011, Sector Skills Councils (SSCs) have been updating Apprenticeship frameworks. This is to comply with the Specification of Apprenticeship Standards for England (SASE) and Wales (SASW). Apprenticeships are currently made up of the following components:

- **Competence** – was NVQ; now QCF competence equivalent.
- **Knowledge** – was Technical Certificate; now QCF knowledge equivalent.
- **Transferable skills** (Key Skills/Functional Skills/Essential Skills Wales) – Key Skills have been extended in England for use until the end of September 2012. This means that learning providers in England can offer a choice of either Functional Skills or Key Skills until this date. Since September 2010, centres in Wales have been required to use Essential Skills Wales in Apprenticeship frameworks.
- **Employee Rights and Responsibilities (ERR)** – This must now be formally assessed, usually by a workbook issued by the relevant Sector Skills Council.
- **Personal, Learning and Thinking Skills (PLTS)** – In England, PLTS have been introduced to the framework and must be formally assessed. They are normally mapped to the knowledge and competence components of the framework.

Most Apprenticeship components are standalone qualifications. The competence and knowledge elements of the Apprenticeship can be offered in a single combined qualification. Please see Section 2.2 for a full list of available qualifications.

A learner's Apprenticeship may be made up of components from a number of different awarding bodies. In addition to component awards, an overall Apprenticeship will be awarded by the relevant Sector Skills Council, which will issue the apprentice with an Apprenticeship Completion Certificate (see Section 7.5).

Further guidance about the individual Apprenticeship components is available in the individual *Admin Guides* as shown below:

Component	Guidance
Competence/Knowledge/ERR	OCR <i>Admin Guide: Vocational Qualifications</i>
Functional Skills	OCR <i>Admin Guide: Functional Skills</i>
Key Skills	OCR <i>Admin Guide: Key Skills</i>
Essential Skills Wales	OCR <i>Admin Guide: Essential Skills Wales</i>
PLTS	OCR <i>Admin Guide: Diplomas</i>

For information about component assessment arrangements, see Section 6.

2.2 Apprenticeship frameworks

The Learning Aim Database (LAD) contains information about recognised learning aims that are offered. The LAD is available at <http://providers.lsc.gov.uk/lad/>. Because many of the frameworks are undergoing revision and change at the moment, along with QCF qualification changes, it may take some time before the LAD is completely up to date. For details of SASE-compliant frameworks, visit www.apprenticeships.org.uk/Partners/SASE/Implementation.aspx.

Currently, we offer the component qualifications for the following Apprenticeship frameworks:

Framework	Level	Competence qualifications	Knowledge qualifications
Advanced Fitness	3	Level 3 Diploma in Personal Training	Level 3 Certificate in Personal Training
Business and Administration	2	Level 2 NVQ Certificate in Business and Administration	Level 2 Certificate in Principles of Business and Administration
	3	Level 3 NVQ Diploma in Business and Administration	Level 3 Certificate in Principles of Business and Administration
Children and Young People's Workforce	2	Level 2 Certificate in Children and Young People's Workforce	Combined with competence
	3	Level 3 Diploma in Children and Young People's Workforce	Combined with competence
Contact Centre Operations	2	Level 2 NVQ Certificate in Contact Centre Operations	Level 2 Certificate in Principles of Contact Centre Operations
	3	Level 3 NVQ Diploma in Contact Centre Operations	Level 3 Certificate in Principles of Contact Centre Operations
Creative and Digital Media	3	Level 3 Diploma in Creative and Digital Media Competence	Level 3 Certificate for Creative iMedia
Customer Service	2	Level 2 NVQ Certificate in Customer Service	Level 2 Certificate in Principles of Customer Service
	3	Level 3 NVQ Diploma in Customer Service	Level 3 Certificate in Principles of Customer Service
Driving Goods Vehicles	2	Level 2 Certificate in Driving Goods Vehicles	Combined with competence
Health and Social Care	2	Level 2 Diploma in Health and Social Care (Adults) for England	Level 2 Certificate in Preparing to Work in Adult Social Care
	3	Level 3 Diploma in Health and Social Care (Adults) for England	Level 3 Certificate in Preparing to Work in Adult Social Care
Instructing Exercise and Fitness	2	Level 2 Diploma in Fitness Instructing	Level 2 Certificate in Fitness Instructing
IT, Software, Web and Telecoms Professionals	2	Level 2 Diploma in ICT Professional Competence (PROCOM)	Level 2 Award in ICT Systems and Principles for IT Practitioners (PROCOM – Technical)
	3	Level 3 ICT Professional Competence (PROCOM) Diploma	Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM – Technical)

Framework	Level	Competence qualifications	Knowledge qualifications
IT Users	2	Level 2 Diploma for IT Users (ITQ)	Combined with competence
	3	Level 3 Diploma for IT Users (ITQ)	Combined with competence
Logistics Operations Management	3	Level 3 Certificate in Logistics Operations	Combined with competence
Management and Team Leading	2	Level 2 NVQ Certificate in Team Leading	Level 2 Certificate in Team Leading
	3	Level 3 NVQ Certificate in Management	Level 3 Certificate in Management
Retail	2	Level 2 Certificate in Retail Skills	Level 2 Certificate in Retail Knowledge
	2	Level 2 Diploma in Retail Skills	Level 2 Certificate in Retail Knowledge
	3	Level 3 Diploma in Retail Skills (Sales Professional)	Level 3 Certificate in Retail Knowledge
	3	Level 3 Diploma in Retail Skills (Management)	Level 3 Certificate in Retail Knowledge
	3	Level 3 Diploma in Retail Skills (Visual Merchandising)	Level 3 Certificate in Retail Knowledge
Supporting Teaching and Learning in Schools	2	Level 2 Certificate in Supporting Teaching and Learning in Schools	Combined with competence
	3	Level 3 Diploma in Specialist Support for Teaching and Learning in Schools	Combined with competence
Warehousing and Storage	2	Level 2 Certificate in Warehousing and Storage	Combined with competence

3 Centre Approval

3.1 What is centre approval?

If you want to offer any of the qualifications listed in this *Guide*, you must first gain approval from OCR. Approval needs to be obtained for **each qualification** (although you only need to complete one application form) and you will only be able to enter candidates for the qualifications that you are approved to offer. Approval is given for the component qualifications listed in this *Guide* and **not for the overall Apprenticeship**.

In addition, approval is subject to continued centre activity; if there are no entries or certifications for a qualification for three consecutive years, centre approval will automatically lapse for that qualification.

3.2 Applying for centre approval

To apply for centre approval, you need to complete the application form. The form, together with guidance on completing it, is available from the centre approval section of the OCR website. The form asks for general information about the centre and for more specific details about the way the centre will deliver the qualifications for which it seeks approval. Completed forms should be returned to OCR Operations, Coventry.

For many qualifications, OCR will approve the application on the basis of an approval form; however, a visit from an OCR representative may be required and we will contact you to arrange this.

If your centre requires an inspection or evaluation visit, you will be required to pay a visit fee which will be invoiced to your account. Centre approval fees are provided in the OCR Fees List, which is available on the OCR website.

If a visit is required, please allow six weeks for your application to be approved. If a visit is not required, your application should be approved within five working days.

When OCR approves each application, you will receive a letter of confirmation. You can then enter candidates for the qualifications that you are approved to offer (see Section 4).

All changes of centre address should be sent to the Allocations Team, Coventry, on centre-headed paper. If a visit is required, we will contact you to arrange this.

3.3 Credit checking

If you are a company, sole trader or partnership, we have a credit checking process in place to help us verify your credit worthiness. You need to have been established, and trading on credit terms, for a minimum of six months and be able to supply us with two credit references (banks, solicitors and accountants are not considered as trade creditors and cannot be used as referees).

If you cannot satisfy these requirements then we will be unable to process your application; however, we can review your application after six months of trading. If you cannot satisfy these requirements but think there are extenuating circumstances, please email the details to the Customer Contact Centre at vocational.qualifications@ocr.org.uk.

4 Entries

Key points

- Centres make entries for Apprenticeship components in the same way as for standalone qualifications.
- Centres can make entries for Apprenticeship components through different awarding bodies.
- We do not allow entry withdrawals or transfers.

4.1 What are candidate entries?

In order to let OCR know which qualifications your candidates wish to take and before you can claim qualifications for candidates, you need to make entries. There are two main ways to enter candidates:

- **Full award entry** – Candidates can be entered for the full award when they are intending to complete the whole qualification rather than just individual units. This is often a more cost-effective way to make entries (but is not available for all qualifications).
- **Unit entry** – It is possible for candidates to build up their qualification unit by unit. This may be useful if a candidate is not intending to complete the full qualification. For some qualifications, this is the only way to make entries.

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

In addition, if the qualification includes timetabled exams, you will also need to make **test entries**. For e-tests, you enter the candidates directly on the e-test online administration website.

4.2 Entry routes

There are two main routes for making entries, although not all routes are available for all qualifications:

- **Named entry** – This is where you provide specific candidate information (e.g. name and date of birth) for each qualification. The advantage of the named entry route is that materials we supply are personalised, requiring less manual work later. In general, this is OCR's preferred entry route.
- **Unnamed entry** – This allows you to order a number of units or qualifications in bulk, without specifying who will be taking them. Although this increases the flexibility of the administration, it may increase the administrative burden later in the process.

4.3 Making entries

OCR offers a number of qualifications that can be used towards the Apprenticeship frameworks. A brief summary of each component type is provided below but centres should refer to the component administrative documentation for specific entry instructions and deadlines. For more information about the available entry methods, see the sections below.

Component	Entry type	Entry method	Entry category on Interchange	Entry deadlines
Knowledge/Competence: Verified qualifications	Full award Unit	Named Interchange web form Named Interchange spreadsheet	Vocationally related qualifications	n/a
Knowledge/Competence: Moderated qualifications	Full award Unit	Named Interchange web form Named Interchange spreadsheet Unnamed Interchange web form	Vocationally related qualifications or CLAiT and iPro (for PROCOM qualifications)	n/a
Knowledge: Retail Knowledge/Principles of Business and Administration e-tests	Unit test entry	OCR e-test system	n/a	n/a
Functional Skills	Unit	Named Interchange web form Named Interchange spreadsheet Named EDI entries Unnamed Interchange web form	Functional Skills	See the <i>Admin Guide: Functional Skills</i> for test entry deadlines
Key Skills	Full award	Named Interchange web form Named Interchange spreadsheet Named EDI entries	Skills for Life	At least two weeks before the relevant paper-based test entry deadline (where applicable)
Key Skills: Paper-based tests	Unit test entry	Named Interchange spreadsheet (blank or pre-populated) Named EDI entries Unnamed Interchange web form	Skills for Life	See the <i>Admin Guide: Key Skills</i> for test entry deadlines
Key Skills: e-Tests	Unit test entry	OCR e-test system	n/a	n/a
Essential Skills Wales	Full award	Named Interchange web form Named Interchange spreadsheet Named EDI entries	Vocationally related qualifications	n/a

4.4 Making entries via Interchange

The main method for entering candidates is via Interchange, OCR's secure extranet (<https://interchange.ocr.org.uk>). If your centre is new to Interchange and does not currently have an Interchange account, please complete and return the Interchange Agreement, which can be downloaded from the OCR website, to receive your login details.

If your centre has an account but you are a new user, or your existing account needs to be updated, please contact your Centre Administrator (usually the exams officer). If you are unsure whether your centre is registered or you cannot locate your Centre Administrator, please email the Customer Admin Support Team at cast@ocr.org.uk. If your centre is unable to make entries electronically, please contact the Customer Contact Centre.

Step-by-step guides to making entries via Interchange are available to download from the OCR website at www.ocr.org.uk/interchange/docs.

Getting started

Hover over 'Entries' in the left-hand menu and then click on 'Make entries'. You will see a list of qualification categories. Select the relevant category as described in Section 4.3.

Named entries

For named entries, in most cases, you have a choice: you can either upload a spreadsheet or use a web-based form.

- **Uploading a spreadsheet** – This method is ideal if you have large numbers of candidates. Click on the spreadsheet link beneath the relevant qualification category and then download and save the spreadsheet template. Read the instructions by clicking on the help link and then populate the spreadsheet with the information required – either manually or by importing data from your management information system.

When you are ready to make your entries, click on 'Browse' to find your saved spreadsheet, add an order number or reference in the box provided and then click on 'Submit entries spreadsheet'. Interchange will automatically validate the contents and highlight any errors it finds, allowing you to correct these before submitting the spreadsheet to OCR. This allows you to ensure that all the information is correct before it reaches us, which in turn helps us prevent any unnecessary delays in processing your entries.

- **Using a web-based form** – This method is useful if your candidates already exist on Interchange or you only have a few candidates to enter. Click on the relevant named web-based entry form link within the qualification category you require.

You will be asked to select your assessment. You can find your assessment by entering the assessment code, title or part title in the search box. If you leave the search box blank, a list of all the vocational qualifications for which you are approved will appear. Select the qualification you require and click 'OK'.

Next, you need to select your candidates. You can do this by choosing individual candidates or whole candidate groups. These groups can be created within Interchange and tailored to include candidates of your choice. To create a bespoke candidate group, log in to Interchange, hover over 'Candidates' in the left hand menu and click on 'Candidate groups'. You should select existing candidates rather than creating new ones; however, if you cannot find a candidate, you can enter their details in the 'Add new candidates' tab. When searching for existing candidates, you can restrict the search to show only candidates added during a given time period, from 'today' to 'in the last five years'.

You will be asked to select your entry options. You can choose to make either a full award entry or unit entries. You can make up to three unit entries at once. You can then review your entries before submitting them.

Unnamed entries

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

You will be asked to select your assessment. You can find your assessment by entering the assessment code, title or part title in the search box. If you leave the search box blank, a list of all the qualifications for which you are approved will appear. Select the qualification you require and click 'OK'.

Enter the number of entries you wish to make and click 'Add'. You will be given an opportunity to add more entries to this order. When you have finished adding entries, click 'Next'. You should then add an order number and click 'Submit entries' to confirm your entries.

4.5 Making entries via EDI

This section only applies to Functional Skills, Key Skills and Essential Skills Wales.

EDI is an electronic method of transmitting entry and results data to and from OCR using a third party carrier. We are currently working on the JCQ A2C Project, which will replace the current EDI method with an improved system. During 2011/12, although centres will continue to create and send entries via EDI, a new system will be introduced which will allow centres to send EDI entries without using a third party carrier. The A2C Project will be in touch before centres need to do anything but, in the meantime, more information can be found on the A2C website at <http://a2c.jcq.org.uk>.

If you use EDI, you can only make named entries.

To make named entries using EDI, electronic entry files need to be created. To do this, you should load OCR's basedata to your system. The basedata is available to download from the OCR website. Basedata is published on 1 September to cover the coming academic year. Revised versions of the basedata will be released during the year if new qualifications are launched.

How you load the basedata will depend on your examination administration software. All electronic entry and amendment files must conform to a common file structure and format. These are defined in the *JCQ Formats for the Exchange of Examination Related Data*.

Please ensure that you use the awarding body identifier of 72 (OCR Coventry Office). In addition, qualification entries should come under the September series, which may need to be created.

4.6 Making entries via the e-test system

Key Skills

To sign up for OCR's e-testing, you need to provide the information requested on the 'Sign up for e-Tests' page of the OCR website at www.ocr.org.uk/eassessment/etesting/signup. We will send:

- Login details for OCR's e-testing system
- Full details of how to complete the 'approval installation task'.

Once your centre has access to OCR's e-testing system, your candidates can be registered within the online administration website. All candidates with a qualification entry are automatically registered. If you do not want OCR to register your candidates automatically then please contact us to opt out of this service.

If you opt out of the automatic registration then you will need to register your candidates manually in the online administration website. To do this, you should log in to the online administration website (details of how to do this are provided when access is given to OCR's e-testing system) and then enter the following details:

- Student ID – A unique candidate identifier. This should be the OCR candidate number, if available, or another centre identifier.
- Date of birth
- Category – Links a candidate to a qualification. One or more categories can be selected.
- First name
- Surname
- One middle initial
- Gender.

The Student ID, date of birth, category, first name and surname fields are mandatory; all other fields are optional. Care should be taken when entering the candidate's name as, in most cases, the details entered will be used on the candidate's certificate. The surname and student ID will be used by the candidate to log in to their test.

Retail Knowledge and Principles of Business and Administration

You will automatically be set up for e-testing when your centre is approved to offer these qualifications. We will send:

- Login details for OCR's e-testing system
- Full details of how to complete the 'approval installation task'.

Once your centre has access to OCR's e-testing system, your candidates can be registered within the online administration website. To do this, you should log in to the website (details of how to do this are provided when access is given to OCR's e-testing system) and then enter the following details:

- Student ID – A unique candidate identifier. This should be the OCR candidate number, if available, or another centre identifier.
- Date of birth
- Category – Links a candidate to a qualification. One or more categories can be selected.

- First name
- Surname
- One middle initial
- Gender.

The Student ID, date of birth, category, first name and surname fields are mandatory; all other fields are optional. Care should be taken when entering the candidate's name as, in most cases, the details entered will be used on the candidate's certificate. The surname and student ID will be used by the candidate to log in to their test.

4.7 Amending or withdrawing entries

We will not refund any named or unnamed entry fees where the entry has been made in error. It is not possible to withdraw or transfer an entry.

If you need to update candidates' personal details, e.g. name or date of birth, you can make the changes via Interchange (but not via EDI). If you wish to change a candidate's whole name (rather than correct a spelling mistake), you will also need to send proof of the candidate's name change to OCR Operations in Coventry.

4.8 Entry fees

Details of the entry fees for all OCR qualifications can be found in the OCR Fees List, which can be downloaded from the OCR website. Invoices will be sent (normally via email) to your accounts contact once you have made your entries. Depending on the entry type you choose, you pay either a full award entry fee or a unit entry fee.

5 Access Arrangements and Special Consideration

5.1 Access arrangements and reasonable adjustments

Access arrangements and reasonable adjustments are made prior to an assessment to enable a candidate with particular requirements to demonstrate attainment. They must not, however, affect the reliability or validity of assessment outcomes; nor must they give the learner an assessment advantage over other learners taking the same or similar assessments.

Applications for alternative assessment arrangements and reasonable adjustments must only be made by the centre and cannot be made by parents or candidates.

Depending on the type and level of the assessment, you will need to do one of the following:

- Apply to the OCR Special Requirements Team (OCR, 1 Hills Road, Cambridge, CB1 2EU).
- Make the arrangement without consulting OCR and keep a record on file.
- Make the arrangement without consulting OCR; evidence is not required on file.

Specific information and guidance for each qualification can be found in the JCQ *Access Arrangements, Reasonable Adjustments and Special Consideration*, which should be read together with each component's administrative documentation.

Access arrangements should be made for each Apprenticeship component separately rather than for the Apprenticeship as a whole.

For queries relating to access arrangements for OCR qualifications, please call the Special Requirements Team on 01223 552505.

Modified papers

If you require modified papers as part of an access arrangement or reasonable adjustment, you must make applications for Braille question papers at least ten weeks before the chosen test date; all other applications for paper-based tests must be submitted at least six weeks before the chosen test date.

e-Tests

If a candidate requires extra time for e-tests, you must first check whether you need to apply to the OCR Special Requirements Team for permission.

In addition, the extra time needs to be added to the candidate's access token before the test is taken. To submit a request for this, use the Support Request Form within the Support section of the e-test online administration website at www.etest.ocr.org.uk, giving the candidate's name, the test being taken and the date of the test. This must be done at least 72 hours prior to the test date.

Once you receive confirmation that this has been set up, you can save your access token to floppy disk/memory stick or download it onto your SNA machine. The test can then be taken and uploaded as normal.

5.2 Special consideration

Special consideration is a post-assessment adjustment reflecting temporary injury, illness or other indisposition at the time the assessment was taken. It is important to note that it may not be possible to apply special consideration where:

- An assessment requires the demonstration of a practical competence
- The assessment criteria have not been fully met
- Units/qualifications confer licence to practise.

Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later time.

A learner will not be eligible for special consideration where:

- Evidence is not supplied by the centre that the learner has been affected at the time of the assessment by a particular condition
- Any part of the assessment is missed
- Preparation for a component is affected by difficulties during the course such as disturbances through building work, lack of proper facilities, changes in or shortages of staff, or industrial disputes.

Under the above circumstances, OCR will not award an aegrotat (an award made on the basis of partial achievement to a candidate who is unable, through temporary illness, injury or indisposition, to complete all the usual assessment requirements).

Obtaining special consideration

Applications for special consideration must be submitted to OCR within seven days of the affected assessment having taken place using the appropriate JCQ form (available from the JCQ website). Applications cannot be accepted after results have been issued.

Forms should be sent to the Special Requirements Team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

Further details can be found in the JCQ *Access Arrangements, Reasonable Adjustments and Special Consideration*.

6 Assessment Arrangements

A brief summary of the assessment arrangements for each component type is provided below. However, centres should refer to the component administrative documentation for specific arrangements and instructions for making claims.

Competence/Knowledge/ERR

Levels	Levels 2 and 3
Structure	Please see the individual Apprenticeship Framework guides on the OCR website at www.ocr.org.uk/qualifications/type/apprenticeships/ocr_app/ .
Availability	See Section 2.2 of this <i>Guide</i> for available qualifications. Individual qualification details are also available in the OCR <i>Admin Guide: Vocational Qualifications</i> .
Assessment arrangements	Verified qualifications: Make QCF claim via Interchange and arrange visit (this can be arranged in advance once an assessor has been allocated). Remotely moderated qualifications: Make QCF claim via Interchange and send work to examiner-moderator. e-Tests: Install e-testing software, run approval installation task, create tokens, sit live tests, upload results files.

Functional Skills

Levels	English, Maths and ICT: Levels 1 and 2
Structure	English: Three units – two (Reading and Writing) externally assessed by OCR-set and marked tests; one (Speaking Listening and Communication) internally assessed and OCR-moderated. ICT: One unit externally assessed by OCR-set and marked test. Maths: One unit externally assessed by OCR-set and marked test.
Availability	English (Reading and Writing), Maths and ICT: Monthly assessment opportunities. English (Speaking, Listening and Communication (SLC)): On demand.
Assessment arrangements	Tests sent to examiner-moderator. Make claim for SLC unit via Interchange and send work to examiner-moderator.

Key Skills

Levels	Application of Number, Communication and ICT: Levels 1 and 2
Structure	Portfolio: Externally moderated by a visiting moderator Test (written paper test or e-test): Externally set and marked.
Availability	Last qualification entry: 30 September 2012 Last certification: 30 September 2013 Portfolio: On demand. Paper-based tests: Multiple-choice test, available on paper every month. e-Tests: Multiple-choice test, available on demand.
Assessment arrangements	Portfolios: Paper-based claim or, if centres have ATS, claim via Interchange. Proxy claim. Tests sent to examiner-moderator. e-Tests: Install e-testing software, run approval installation task, create tokens, sit live tests, upload results files.

Essential Skills Wales

Levels	Application of Number, Communication and ICT: Levels 1 and 2
Structure	Portfolio externally moderated by a visiting moderator.
Availability	On demand.
Assessment arrangements	Claim via Interchange.

7 Results and Certificates

7.1 When will component results and/or certificates be issued?

Component	Results and certificates issued
Knowledge/Competence: Verified qualifications	Six to ten working days after the claim has been finalised by the external verifier.
Knowledge/Competence: Remotely moderated qualifications	35 working days after submission of work to the examiner-moderator.
Key Skills	Portfolio results: Six working days after receipt of the claim. Paper-based tests: See the <i>Admin Guide: Key Skills</i> for results issue dates. Certification results and certificates issued ten working days after completion of whole key skill (test and portfolio).
Functional Skills	Paper-based tests: see the <i>Admin Guide: Functional Skills</i> for results issue dates. English Speaking, Listening and Communication: 35 working days after submission of work to the examiner-moderator. Certificates follow as soon as all units have been completed.
Essential Skills Wales	Certification results and certificates issued 10 working days after completion of the qualification.

e-Tests

Results for **Key Skills** e-tests are available from the online administration website as soon as the tests are uploaded. Certificates are issued approximately ten working days after uploading results.

Results for **Retail Knowledge** e-tests will be available on demand from December 2011. Results will be available from the online administration website as soon as the tests are uploaded. Certificates will be issued approximately ten working days after uploading the results.

Results and certificates for **Principles of Business and Administration** e-tests will be available on the online administration website and on Interchange from the following dates:

Qualification	Test month	Date
Principles of Business and Administration	November	11 January 2012
	January	6 March 2012
	June	7 August 2012

7.2 Viewing Apprenticeship achievements

Within Interchange, hover over 'Results' and then click on 'Apprenticeship awards' in the left-hand menu. Select the relevant Apprenticeship framework from the drop-down list and click on 'Go' to view a list of candidates. From here, you can view details of a candidate's achievements (completed components are indicated by a green tick). There is also the option to produce an apprenticeship award report either for all candidates or for selected candidates. This can be produced in either PDF or Excel format.

7.3 Component certificates

What appears on the certificate?

Certificates are issued in the candidate's name at the time the award is made. Centres are advised to enter candidates in their legal name which can be supported by appropriate documentation, e.g. birth certificate. Replacements will not be provided to accommodate a subsequent change of name (including a change by deed poll).

A Qualification Accreditation Number is printed where the specification has been accredited by the regulators of external qualifications in England, Wales and Northern Ireland.

Certificate conditions of issue

A certificate is and remains the property of OCR and is issued on the following conditions:

- A certificate must be returned upon OCR's request. OCR reserves the right to replace certificates if necessary.
- It is the responsibility of the centre to forward certificates to its candidates. Certificates may be handed to the candidates, and centres should obtain proof of identity and signatures confirming receipt. Alternatively, certificates may be posted to candidates by a traceable method, e.g. **Recorded Signed For™**, at the centre's discretion and responsibility.
- Any alteration or defacement renders a certificate invalid and may result in its withdrawal.
- Centres must retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue.
- Centres can destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed confidentially. Centres that are unable to do this may return them to OCR Operations, Coventry. A record of certificates that have been destroyed should be retained for four years from their date of destruction.

7.4 Replacement component certificates

OCR can provide a replacement certificate in the cases described below.

Lost certificates

Centres should formally make the request in writing on centre-headed paper. Candidates should use the application form which can be downloaded from the OCR website. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List. Applications and letters should be sent to the Archives Team in Coventry.

Damaged certificates

Centres or candidates may apply for replacements for damaged certificates. The request must be made in writing to the Archives Team in Coventry and accompanied by the original certificate. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

Requests for name corrections

Although it is not possible to change names on certificates (see Section 7.3), requests to correct spelling mistakes can be made by the centre or the candidate in writing. The request must be made in writing to the Archives Team in Coventry and accompanied by the original certificate, highlighting the change required. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

7.5 Apprenticeship Completion Certificates

In addition to component awards, which are issued by the relevant component awarding body, the overall Apprenticeship will be awarded by the relevant Sector Skills Council (SSC). Apprentices will receive an Apprenticeship Completion Certificate, issued by the SSC.

For your apprentices to receive an Apprenticeship Completion Certificate, you must complete an application form, which is available from the relevant SSC. There is a charge (up to a maximum of £25) for each certificate. Applications should be processed within 10 days.

For more information about how to apply for certificates, and for details of fees and processing times, please contact the relevant SSC or visit the National Apprenticeship Service at www.apprenticeships.org.uk/Partners/Policy/Certification.aspx.

8 Post-Results Services

This section applies to the individual component qualifications listed in this guide.

8.1 Missing or incomplete results

If a candidate's work was submitted, but no certificate is received or the certificate accredits different units from those expected, you should check the centre feedback report (either hard copy or via Interchange). If there is no reference to the amendment of awards, you should check the centre copy of the candidate submission sheet (if applicable) or Interchange to see if the correct units have been indicated for the candidate(s) concerned. If the incorrect units are shown, please contact the OCR Customer Contact Centre.

8.2 Enquiries about results (EAR)

Available services

The following enquiry about results services are available:

- **Clerical re-check** – This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:
 - That all parts of the script have been marked
 - The totalling of marks
 - The recording of marks
 - The application of any adjustments
 - The application of any grade thresholds
 - The application of any special consideration, where applicable – please indicate on your application if special consideration was requested at the time of the examination.
- **Post-results review without report** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This service will include:
 - The clerical re-checks detailed above
 - A review of marking as described above.
- **Post-results review with report (for an individual candidate)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This service will include:
 - The clerical re-checks detailed above
 - A review of marking as described above
 - A report by the Chief Examiner – This will be an individual report detailing the candidate's performance.

- **Post-results review with report (for a group of candidates)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly, for a group of candidates (no more than 15 candidates per examination). The service is available for both on-demand and timetabled specifications. This service will include:
 - The clerical re-checks detailed above
 - A review of marking as described above
 - A report by the Chief Examiner – This will be a group report, which will not refer to specific candidates but will report on the group as a whole.

If you wish to query the outcome of a moderated or verified qualification, please contact us to discuss the service you require by emailing vq_result_enquiries@ocr.org.uk.

Submitting enquiries about results

All enquiries about results must be submitted within three months of the receipt of results.

Before submitting a request, it is good practice for centres to obtain consent for clerical checks and post-results reviews of marking since, with these services, candidates' marks and subject grades may be lowered.

Enquiries about results should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay any fees applicable should the enquiry be unsuccessful.

Acknowledgements and outcomes

All applications will be acknowledged within seven working days.

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

- **Clerical re-check** – Within 20 days of OCR receiving the request.
- **Post-results review** – Within four to six weeks of OCR receiving the request.

Where a grade changes and a certificate has already been issued, a replacement will be issued showing the revised grade once the centre returns the original to OCR.

Fees

There is no charge for a clerical re-check.

The fees associated with the post-results review services are provided in the OCR Fees List. Centres will only be charged if a subject grade does not change. Where the subject grade changes as a consequence of the enquiry, no fee will be charged.

Centres can either request to be invoiced following the outcome of the enquiry or send a cheque with the application form. If the enquiry is successful, the centre will not be invoiced for the fee. If a cheque was sent with the enquiry, this will be returned if the enquiry is successful.

Appeals

If you still have concerns following the outcome of an enquiry about results, you may appeal against it. This must be done in writing, within 14 calendar days of receipt of the outcome, and addressed to the Appeals Unit, OCR, 1 Hills Road, Cambridge, CB1 2EU. More information about appeals can be found in the OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres*.

8.3 Access to scripts (ATS)

Centres can request access to marked scripts for the following examinations:

Component	Examination
Key Skills	Communication (01711) Levels 3 and 4
	Application of Number (01712) Levels 3 and 4
	Information and Communication Technology (01713) Levels 3 and 4
Competence/ Knowledge: Certificates of Professional Competence	Unit 4 (05608) Managing National Road Haulage Transport Operations
	Unit 5 (05609) Managing National Road Passenger Transport Operations
	Unit 6 (05610) Managing International Road Haulage Transport Operations
	Unit 7 (05643) Managing International Road Passenger Transport Operations

Centres will be sent a photocopy of the original script. This copy can be used to help you decide whether to request an enquiry about results, or to inform future teaching and learning. The original script will remain with OCR.

Submitting access to scripts requests

All access to scripts requests must be submitted within one month of the receipt of results.

Access to scripts requests should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay the fees applicable.

Acknowledgements and outcomes

All applications will be acknowledged within seven working days. A photocopy of the script will be sent to you by post within 20 days of OCR receiving the request.

Conditions of access

OCR will only release script copies to centres under the following conditions:

- Script copies must be seen only by teachers who are members of staff at that centre or returned directly to candidates.
- Where teachers intend to use script copies as examples for other students, prior written permission must be obtained from the candidates concerned. This permission may be sought only after the candidates have received their results. Candidates who grant their permission have the right to anonymise their scripts before use.
- Script copies used by teachers at the centre must be kept securely within the centre. When no longer required, scripts must be disposed of confidentially.
- Candidates have the right to instruct their centres not to request their scripts.

Please ensure that both you and your staff are fully aware of these conditions. Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination to which the arrangements apply.

Fees

The fees associated with the access to scripts service are provided in the OCR Fees List.

9 Reference

9.1 Glossary

Centre approval	To offer OCR qualifications, you must first gain approval from OCR. Approval needs to be obtained for each suite of qualifications and you will only be able to enter candidates for the qualifications that you are approved to offer.
EDI (electronic data interchange)	An electronic method of transmitting entry and results data to and from OCR.
EAR (enquiry about results)	A post-results service available from OCR.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre to administer examinations. OCR corresponds formally with the exams officer.
Head of Centre	The most senior officer in the organisation, e.g. the Headteacher or Principal of a school/college. The Head of Centre accepts full responsibility for the correct administration and conduct of OCR examinations.
Interchange	OCR's secure extranet, which allows centres to make entries and view results.
Named entry route	Where you provide specific candidate information (e.g. name and date of birth) for each qualification.
Remotely moderated qualifications	These are usually on-demand, portfolio-based qualifications, which can take place at any time at a centre's request. The candidate work is then sent by post or email (depending on the qualification) to be moderated or examined remotely by an OCR examiner-moderator.
Unnamed entry route	Where you order a number of units or qualifications in bulk, without specifying who will be taking them.
Verified qualifications	Qualifications which are locally assessed by centre staff. Assessments are then locally verified by centre staff for validity and reliability. Centre decisions, evidence and the systems supporting them are then externally verified by OCR. A verified qualification can be either an NVQ or an OCR-developed qualification.

9.2 Useful websites

BIS (Department for Business, Innovation and Skills) – www.bis.gov.uk

DfE (Department for Education) – www.education.gov.uk

EOA (Examination Officers' Association) – www.examofficers.org.uk

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

JCQ (Joint Council for Qualifications) – www.jcq.org.uk

Learning Aim Database (LAD) – <http://providers.lsc.gov.uk/lad/>

Learning Records Service – www.learningrecordsservice.org.uk

National Apprenticeship Service – www.apprenticeships.org.uk

OCR (Oxford Cambridge and RSA Examinations) – www.ocr.org.uk

OCR e-test online administration website – www.etest.ocr.org.uk

Ofqual – www.ofqual.gov.uk

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

9.3 Documents referred to in the text

The following documents are referred to in this *Admin Guide*. Additional copies can be downloaded from the relevant organisation's website.

JCQ *Access Arrangements, Reasonable Adjustments and Special Consideration*

JCQ *Formats for the Exchange of Examination Related Data*

OCR *Admin Guide: Diplomas*

OCR *Admin Guide: Essential Skills Wales*

OCR *Admin Guide: Functional Skills*

OCR *Admin Guide: Key Skills*

OCR *Admin Guide: Vocational Qualifications*

OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres*

OCR Fees List

OCR Publications Catalogue



APPRENTICESHIPS

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