

Admin Guide: Vocational Qualifications – Entry Codes Supplement December 2011

This supplement contains the qualification entry information for vocational qualifications that have been introduced since the production of the *OCR Admin Guide: Vocational Qualifications 2011/12*.

Legal Advice (QCF)	2
Customer Service (QCF)	5
ICT Professional Competence (PROCOM) (QCF)	14
Learning and Development (QCF)	22
Logistics (QCF)	25
Management (QCF)	26
Sport and Recreation (QCF)	27
Assessing and teaching learners with specific learning difficulties (QCF)	31

Advice and Guidance

Legal Advice (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10270	OCR Level 2 Certificate in Supporting Legal Advice Provision		17 credits	600/2425/2
Made up of:				
<ul style="list-style-type: none"> Units 1–4 (14 credits) At least one unit from Units 5–9 (minimum 3 credits). 				
Unit 1	Communicating with legal advice clients	3 credits	EV	R/502/7657
Unit 2	Supporting clients to make use of the legal advice service	3 credits	EV	D/503/0822
Unit 3	Enabling legal advice clients to access signposting and referral opportunities	3 credits	EV	R/502/7660
Unit 4	Evaluating own practice in a legal advice context	5 credits	EV	Y/502/7661
Unit 5	Obtaining and providing legal information materials	3 credits	EV	M/502/8542
Unit 6	Providing legal information and advice using the telephone	3 credits	EV	R/502/8453
Unit 7	Recognise diversity when delivering customer service	5 credits	EV	K/601/1216
Unit 8	Give customers a positive impression of yourself and your organisation	5 credits	EV	L/601/0933
Unit 9	Contributing to effective team working	6 credits	EV	T/601/3101
10271	OCR Level 3 Award in Providing Initial Legal Advice		12 credits	600/2421/5
Made up of:				
<ul style="list-style-type: none"> Unit 1 (5 credits) At least one unit from Units 2–7 and one unit from Units 8–19, of which one must be at Level 3. 				
Unit 1	Providing legal advice to clients (Level 3)	5 credits	EV	R/502/8680
Unit 2	Managing interviews with legal advice clients (Level 3)	3 credits	EV	J/502/8868
Unit 3	Supporting legal advice clients to act on their own behalf (Level 3)	3 credits	EV	H/502/8683
Unit 4	Providing and receiving referrals on behalf of legal advice clients (Level 3)	3 credits	EV	Y/502/8678
Unit 5	Contribute to the prevention and management of inappropriate behaviour (Level 3)	3 credits	EV	Y/602/5080
Unit 6	Facilitating legal advice using an interpreter (Level 3)	3 credits	EV	F/502/8867
Unit 7	Providing legal information and advice using the telephone (Level 2)	3 credits	EV	R/502/8453
Unit 8	Providing initial legal advice in housing law (Level 3)	4 credits	EV	T/502/8879

Key to assessment

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Providing initial money and debt legal advice (Level 3)	4 credits	EV	K/503/4887
Unit 10	Providing initial employment legal information and advice (Level 3)	4 credits	EV	H/502/8876
Unit 11	Providing initial legal advice in consumer law (Level 3)	4 credits	EV	F/502/8870
Unit 12	Providing initial legal advice in welfare rights (Level 3)	4 credits	EV	K/502/8880
Unit 13	Providing initial disability discrimination legal information and advice (Level 3)	4 credits	EV	J/502/8885
Unit 14	Providing initial health and community care legal information and advice (Level 3)	4 credits	EV	K/502/8877
Unit 15	Providing initial information and advice in education law (Level 3)	4 credits	EV	L/502/8869
Unit 16	Providing initial advice on family law (Level 3)	4 credits	EV	M/502/8881
Unit 17	Providing initial discrimination legal information and advice (Level 3)	4 credits	EV	R/502/8887
Unit 18	Providing initial legal advice in mental health law (Level 3)	4 credits	EV	M/502/8878
Unit 19	Providing initial advice to young people on their rights under the law (Level 4)	7 credits	EV	J/502/8949
10272	OCR Level 3 Certificate in Providing Initial Legal Information and Advice	29 credits		600/2424/0
Made up of:				
<ul style="list-style-type: none"> Units 1–5 (19 credits) At least two units from Units 6–15 and at least one unit from Units 16–27, of which a minimum of 4 credits must be at Level 3. 				
Unit 1	Supporting legal advice clients to plan, implement and review action (Level 3)	3 credits	EV	M/502/8945
Unit 2	Providing legal advice to clients (Level 3)	5 credits	EV	R/502/8680
Unit 3	Managing interviews with legal advice clients (Level 3)	3 credits	EV	J/502/8868
Unit 4	Using electronic means to research legal information and advice (Level 3)	3 credits	EV	T/502/8946
Unit 5	Evaluating own practice in a legal advice context (Level 3)	5 credits	EV	Y/502/7661
Unit 6	Managing legal advice cases (Level 4)	5 credits	EV	L/503/4882
Unit 7	Providing continuing support to legal advice clients (Level 3)	3 credits	EV	D/502/8679
Unit 8	Supporting legal advice clients to act on their own behalf (Level 3)	3 credits	EV	H/502/8683
Unit 9	Providing and receiving referrals on behalf of legal advice clients (Level 3)	3 credits	EV	Y/502/8678

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 10	Negotiating on behalf of legal advice clients (Level 3)	3 credits	EV	K/502/8541
Unit 11	Facilitating legal advice using an interpreter (Level 3)	3 credits	EV	F/502/8867
Unit 12	Liaising with other services (Level 3)	3 credits	EV	L/502/7673
Unit 13	Preparing cases for representation in formal proceedings (Level 4)	5 credits	EV	T/502/8543
Unit 14	Contribute to the prevention and management of inappropriate behaviour (Level 3)	3 credits	EV	Y/602/5080
Unit 15	Providing legal information and advice using the telephone (Level 2)	3 credits	EV	R/502/8453
Unit 16	Providing initial legal advice in housing law (Level 3)	4 credits	EV	T/502/8879
Unit 17	Providing initial money and debt legal advice (Level 3)	4 credits	EV	K/503/4887
Unit 18	Providing initial employment legal information and advice (Level 3)	4 credits	EV	H/502/8876
Unit 19	Providing initial legal advice in consumer law (Level 3)	4 credits	EV	F/502/8870
Unit 20	Providing initial legal advice in welfare rights (Level 3)	4 credits	EV	K/502/8880
Unit 21	Providing initial disability discrimination legal information and advice (Level 3)	4 credits	EV	J/502/8885
Unit 22	Providing initial health and community care legal information and advice (Level 3)	4 credits	EV	K/502/8877
Unit 23	Providing initial information and advice in education law (Level 3)	4 credits	EV	L/502/8869
Unit 24	Providing initial advice on family law (Level 3)	4 credits	EV	M/502/8881
Unit 25	Providing initial discrimination legal information and advice (Level 3)	4 credits	EV	R/502/8887
Unit 26	Providing initial legal advice in mental health law (Level 3)	4 credits	EV	M/502/8878
Unit 27	Providing initial advice to young people on their rights under the law (Level 4)	7 credits	EV	J/502/8949

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Customer Service

Customer Service (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10263	OCR Level 1 NVQ Award in Contact Centre Operations		12 credits	600/2336/3
Made up of:				
<ul style="list-style-type: none"> Units 1 and 2 (6 credits) At least 3 credits from Units 3–7 Remaining 3 credits from any Units 3–19. 				
Unit 1	Improve personal effectiveness at work in a contact centre	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre	2 credits	EV	D/503/0352
Unit 3	Work with others to support customers in a contact centre	3 credits	EV	J/503/0412
Unit 4	Communicate information to customers through a contact centre	4 credits	EV	D/503/0402
Unit 5	Contribute to sales activities in a contact centre	3 credits	EV	F/503/0392
Unit 6	Contribute to customer service in a contact centre	3 credits	EV	Y/503/0382
Unit 7	Use specific features of contact centre systems and technology	3 credits	EV	F/503/0361
Unit 8	Bespoke software	2 credits	EV	A/502/4395
Unit 9	Using email	2 credits	EV	J/502/4299
Unit 10	Using collaborative technologies	3 credits	EV	A/502/4378
Unit 11	Selling by telephone - inbound	4 credits	EV	J/502/8577
Unit 12	Selling by telephone - outbound	4 credits	EV	J/502/8580
Unit 13	Maintain a positive and customer-friendly attitude	5 credits	EV	R/601/1209
Unit 14	Communicate using customer service language	4 credits	EV	F/601/1609
Unit 15	Recognise and deal with customer queries, requests and problems	5 credits	EV	M/601/1508
Unit 16	Take details of customer service problems	4 credits	EV	T/601/1509
Unit 17	Develop your own customer service skills through self-study	6 credits	EV	R/601/1548
Unit 18	IT communication fundamentals	2 credits	EV	Y/502/4291
Unit 19	Using the internet	3 credits	EV	T/502/4296

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10264	OCR Level 1 NVQ Certificate in Contact Centre Operations		21 credits	600/2456/2
Made up of:				
<ul style="list-style-type: none"> • Units 1 and 2 (6 credits) • At least 6 credits from Units 3–7 • The remaining 9 credits can be achieved from units 3–19, with a maximum of 6 credits at Level 2 • No more than two units from Units 15–19 • At least 6 credits from Units 3–19 must be at Level 1. 				
Unit 1	Improve personal effectiveness at work in a contact centre (Level 2)	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 3	Use specific features of contact centre systems and technology (Level 1)	3 credits	EV	F/503/0361
Unit 4	Contribute to sales activities in a contact centre (Level 1)	3 credits	EV	F/503/0392
Unit 5	Contribute to customer service in a contact centre (Level 1)	3 credits	EV	Y/503/0382
Unit 6	Communicate information to customers through a contact centre (Level 1)	4 credits	EV	D/503/0402
Unit 7	Work with others to support customers in a contact centre (Level 1)	3 credits	EV	J/503/0412
Unit 8	Maintain a positive and customer-friendly attitude (Level 1)	5 credits	EV	R/601/1209
Unit 9	Communicate using customer service language (Level 1)	4 credits	EV	F/601/1609
Unit 10	Recognise and deal with customer queries, requests and problems (Level 1)	5 credits	EV	M/601/1508
Unit 11	Take details of customer service problems (Level 1)	4 credits	EV	T/601/1509
Unit 12	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 13	Selling by telephone - inbound (Level 2)	4 credits	EV	J/502/8577
Unit 14	Selling by telephone – outbound (Level 2)	4 credits	EV	J/502/8580
Unit 15	Using collaborative technologies (Level 1)	3 credits	EV	A/502/4378
Unit 16	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 17	Bespoke software (Level 1)	2 credits	EV	A/502/4395
Unit 18	IT communication fundamentals (Level 1)	2 credits	EV	Y/502/4291
Unit 19	Using the internet (Level 1)	3 credits	EV	T/502/4296

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10265	OCR Level 2 NVQ Certificate in Contact Centre Operations		28 credits	600/2451/3
Made up of:				
<ul style="list-style-type: none"> Units 1 and 2 (6 credits) At least 12 credits from Units 3–9 The remaining 10 credits can be achieved from units 3–39 with no more than No more than two units from Units 32–39 At least 15 credits must be at Level 2. 				
See centre handbook for barred combinations.				
Unit 1	Improve personal effectiveness at work in a contact centre (Level 2)	4 credits	EV	T/503/0342
Unit 2	Comply with health and safety procedures in a contact centre (Level 1)	2 credits	EV	D/503/0352
Unit 3	Use systems and technology during customer contact in a contact centre (Level 2)	4 credits	EV	J/503/0362
Unit 4	Deliver customer service through a contact centre (Level 2)	5 credits	EV	K/503/0385
Unit 5	Carry out direct sales activities in a contact centre (Level 2)	5 credits	EV	L/503/0394
Unit 6	Communicate information to customers in different but familiar contexts through a contact centre (Level 2)	4 credits	EV	H/503/0403
Unit 7	Provide support through a contact centre for specified products and/or services (Level 2)	4 credits	EV	L/503/0413
Unit 8	Deal with incidents through a contact centre (Level 2)	7 credits	EV	K/503/0421
Unit 9	Support customers and colleagues when providing contact centre services (Level 3)	5 credits	EV	J/503/0426
Unit 10	Deal with customers using bespoke software (Level 2)	5 credits	EV	L/601/1225
Unit 11	Deal with incoming telephone calls from customers (Level 2)	5 credits	EV	F/601/1223
Unit 12	Promote additional services or products to customers (Level 2)	6 credits	EV	D/601/0936
Unit 13	Follow the rules to deliver customer service (Level 2)	4 credits	EV	L/601/1614
Unit 14	Process customer service complaints (Level 3)	6 credits	EV	D/601/1522
Unit 15	Work with others to improve customer service (Level 3)	8 credits	EV	D/601/1553
Unit 16	Develop working relationships with colleagues (Level 2)	3 credits	EV	H/600/9660
Unit 17	Word processing software (Level 1)	3 credits	EV	L/502/4627
Unit 18	Bespoke software (Level 2)	3 credits	EV	F/502/4396
Unit 19	Handling objections and closing sales (Level 2)	3 credits	EV	M/502/8606
Unit 20	Time planning in sales (Level 2)	2 credits	EV	F/502/8559
Unit 21	Selling by telephone - inbound (Level 2)	4 credits	EV	J/502/8577
Unit 22	Selling by telephone - outbound (Level 2)	4 credits	EV	J/502/8580

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 23	Inputting and accessing sales or marketing data in information systems (Level 2)	2 credits	EV	D/502/8584
Unit 24	Maintain customer service through effective handover (Level 2)	4 credits	EV	Y/601/1227
Unit 25	Resolve customer service problems (Level 2)	6 credits	EV	M/601/1511
Unit 26	Process information about customers (Level 2)	5 credits	EV	H/601/1215
Unit 27	Deliver customer service to difficult customers (Level 2)	6 credits	EV	T/601/1512
Unit 28	Buddy a colleague to develop their customer service skills (Level 2)	5 credits	EV	M/601/1542
Unit 29	Develop your own customer service skills through self-study (Level 2)	6 credits	EV	R/601/1548
Unit 30	Give customers a positive impression of yourself and your organisation (Level 2)	5 credits	EV	L/601/0933
Unit 31	Support customers using on-line customer services (Level 2)	5 credits	EV	H/601/1540
Unit 32	Using email (Level 1)	2 credits	EV	J/502/4299
Unit 33	Using collaborative technologies (Level 1)	3 credits	EV	A/502/4378
Unit 34	Using email (Level 2)	3 credits	EV	M/502/4300
Unit 35	Using collaborative technologies (Level 2)	4 credits	EV	F/502/4379
Unit 36	Using the internet (Level 1)	3 credits	EV	T/502/4296
Unit 37	Using the internet (Level 2)	4 credits	EV	A/502/4297
Unit 38	IT communication fundamentals (Level 2)	2 credits	EV	D/502/4292
Unit 39	IT communication fundamentals (Level 1)	2 credits	EV	Y/502/4291
10266	OCR Level 2 Certificate in Principles of Contact Centre Operations	13 credits		600/2358/2
Made up of:				
<ul style="list-style-type: none"> • Units 1–3 (7 credits) • At least 6 credits from Units 4–11 • See centre handbook for barred combinations. 				
Unit 1	Principles of personal effectiveness in a contact centre	2 credits	EV	T/503/0356
Unit 2	Principles of health and safety in a contact centre	1 credits	EV	A/503/0360
Unit 3	Principles of personal responsibilities and working in a business environment	4 credits	EV	L/601/7638
Unit 4	Principles of using systems and technology in a contact centre	3 credits	EV	Y/503/0365
Unit 5	Principles and processes of systems and technology in a contact centre	4 credits	EV	T/503/0373
Unit 6	Principles of communication and customer service in a contact centre	2 credits	EV	L/503/0377

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 7	Principles of selling in a contact centre	2 credits	EV	M/503/0386
Unit 8	Principles of customer service in a contact centre	4 credits	EV	F/503/0389
Unit 9	Principles of sales activities and customer support in a contact centre	4 credits	EV	J/503/0393
Unit 10	Principles of handling incidents through a contact centre	3 credits	EV	M/503/0405
Unit 11	Principles of legal, regulatory and ethical requirements of a contact centre	2 credits	EV	F/503/0411
10267	OCR Level 3 Certificate in Principles of Contact Centre Operations	16 credits		600/2459/8
Made up of:				
<ul style="list-style-type: none"> • Units 1–3 (9 credits) • At least 7 credits from Units 4–14 • See centre handbook for barred combinations. 				
Unit 1	Principles of personal and organisational effectiveness in a contact centre	2 credits	EV	F/503/0358
Unit 2	Principles and processes of health and safety in a contact centre	3 credits	EV	L/503/0363
Unit 3	Principles of personal responsibilities and how to develop and evaluate own performance at work	4 credits	EV	D/601/7644
Unit 4	Principles of using systems and technology in a contact centre	3 credits	EV	Y/503/0365
Unit 5	Principles and processes of systems and technology in a contact centre	4 credits	EV	T/503/0373
Unit 6	Principles of communication and customer service in a contact centre	2 credits	EV	L/503/0377
Unit 7	Principles of selling in a contact centre	2 credits	EV	M/503/0386
Unit 8	Principles of customer service in a contact centre	4 credits	EV	F/503/0389
Unit 9	Principles of sales activities and customer support in a contact centre	4 credits	EV	J/503/0393
Unit 10	Principles of performance management in a contact centre	3 credits	EV	Y/503/0396
Unit 11	Principles of resource planning in a contact centre	5 credits	EV	K/503/0399
Unit 12	Principles of handling incidents through a contact centre	3 credits	EV	M/503/0405
Unit 13	Principles of incident management through a contact centre	4 credits	EV	J/503/0409
Unit 14	Principles of legal, regulatory and ethical requirements of a contact centre	2 credits	EV	F/503/0411

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10268	OCR Level 3 NVQ Diploma in Contact Centre Operations	42 credits		600/2338/7
Made up of:				
<ul style="list-style-type: none"> Units 1 and 2 (6 credits) At least 21 credits from Units 3–17 Remaining 15 credits from any Units 3–49 				
Barred combinations: Only one of either Units 20 or 36.				
Unit 1	Comply with health and safety procedures in a contact centre	2 credits	EV	D/503/0352
Unit 2	Develop personal and organisational effectiveness in a contact centre	4 credits	EV	Y/503/0348
Unit 3	Monitor health and safety procedures in a contact centre	5 credits	EV	M/503/0355
Unit 4	Support team use of contact centre systems and technology	6 credits	EV	R/503/0364
Unit 5	Supervise customer service activities in a contact centre team	4 credits	EV	T/503/0387
Unit 6	Manage customer service delivery in a contact centre	6 credits	EV	A/503/0388
Unit 7	Carry out direct sales activities in a contact centre	5 credits	EV	L/503/0394
Unit 8	Lead direct sales activities in a contact centre team	4 credits	EV	D/503/0397
Unit 9	Manage direct sales activities in a contact centre	6 credits	EV	H/503/0398
Unit 10	Communicate information to customers through a contact centre	4 credits	EV	K/503/0404
Unit 11	Coordinate customer communication processes in a contact centre	6 credits	EV	T/503/0406
Unit 12	Contribute to performance management in a contact centre	4 credits	EV	A/503/0407
Unit 13	Support customers and colleagues when providing contact centre services	5 credits	EV	J/503/0426
Unit 14	Maintain customer support operations in a contact centre	5 credits	EV	L/503/0427
Unit 15	Contribute to resource plan development in contact centre operations	7 credits	EV	L/503/0430
Unit 16	Deal with incidents through a contact centre	7 credits	EV	K/503/0421
Unit 17	Manage incidents referred to a contact centre	6 credits	EV	K/503/0418
Unit 18	Using email	3 credits	EV	M/502/4300
Unit 19	Using collaborative technologies	4 credits	EV	F/502/4379
Unit 20	Bespoke software	4 credits	EV	J/502/4397
Unit 21	Handling objections and closing sales	3 credits	EV	M/502/8606
Unit 22	Leading a sales or marketing team	4 credits	EV	T/502/8641
Unit 23	Negotiating, handling objections and closing sales	4 credits	EV	F/502/8612

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Unit 24	Contributing to the development and launch of new products and/or services	4 credits	EV	A/502/8639
Unit 25	Set objectives and provide support for team members	5 credits	EV	M/600/9600
Unit 26	Manage own professional development within an organisation	4 credits	EV	L/600/9586
Unit 27	Support team members in identifying, developing and implementing new ideas	4 credits	EV	L/600/9636
Unit 28	Plan, allocate and monitor work of a team	5 credits	EV	Y/600/9669
Unit 29	Manage customer service in own area of responsibility	4 credits	EV	D/600/9804
Unit 30	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4 credits	EV	M/600/9628
Unit 31	Manage conflict in a team	3 credits	EV	R/600/9685
Unit 32	Lead and manage meetings	4 credits	EV	Y/600/9686
Unit 33	Support customers using on-line customer services	5 credits	EV	H/601/1540
Unit 34	Buddy a colleague to develop their customer service skills	5 credits	EV	M/601/1542
Unit 35	Develop your own customer service skills through self-study	6 credits	EV	R/601/1548
Unit 36	Deal with customers using bespoke software	5 credits	EV	L/601/1225
Unit 37	Maintain customer service through effective handover	4 credits	EV	Y/601/1227
Unit 38	Organise the delivery of reliable customer service	6 credits	EV	Y/601/1230
Unit 39	Lead a team to improve customer service	7 credits	EV	H/601/1568
Unit 40	Gather, analyse and interpret customer feedback	10 credits	EV	H/601/1571
Unit 41	Monitor the quality of customer service transactions	7 credits	EV	T/601/1574
Unit 42	Build a customer service knowledge set	7 credits	EV	K/601/1233
Unit 43	Work with others to improve customer service	8 credits	EV	D/601/1553
Unit 44	Process customer service complaints	6 credits	EV	D/601/1522
Unit 45	Handle referred customer complaints	10 credits	EV	K/601/1524
Unit 46	Champion customer service	10 credits	EV	T/601/1235
Unit 47	Develop working relationships with colleagues	3 credits	EV	H/600/9660
Unit 48	Using the internet	4 credits	EV	A/502/4297
Unit 49	IT communication fundamentals	2 credits	EV	D/502/4292
10269	OCR Level 4 NVQ Diploma in Contact Centre Operations		67 credits	600/2356/9
Made up of:				
<ul style="list-style-type: none"> • Units 1 and 2 (7 credits) • At least 30 credits from Units 3–22 • Remaining 30 credits from any Units 23–36. 				
Unit 1	Comply with health and safety procedures in a contact centre	2 credits	EV	D/503/0352

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Unit 2	Improve organisational effectiveness and personal development in a contact centre	5 credits	EV	R/503/0350
Unit 3	Manage health and safety procedures in a contact centre	4 credits	EV	A/503/0357
Unit 4	Develop health and safety policy and procedures in a contact centre	7 credits	EV	J/503/0359
Unit 5	Manage the use of contact centre systems and technology	6 credits	EV	R/503/0378
Unit 6	Develop strategy for contact centre systems and technology	7 credits	EV	L/503/0380
Unit 7	Supervise customer service activities in a contact centre team	4 credits	EV	T/503/0387
Unit 8	Manage customer service delivery in a contact centre	6 credits	EV	A/503/0388
Unit 9	Develop customer service procedures for use in a contact centre	6 credits	EV	A/503/0391
Unit 10	Manage direct sales activities in a contact centre	6 credits	EV	H/503/0398
Unit 11	Manage direct sales operations in a contact centre	7 credits	EV	Y/503/0401
Unit 12	Coordinate customer communication processes in a contact centre	6 credits	EV	T/503/0406
Unit 13	Contribute to performance management in a contact centre	4 credits	EV	A/503/0407
Unit 14	Manage team and individual performance in contact centre operations	5 credits	EV	F/503/0408
Unit 15	Develop and enhance performance management systems in a contact centre	6 credits	EV	A/503/0410
Unit 16	Maintain customer support operations in a contact centre	5 credits	EV	L/503/0427
Unit 17	Manage the provision of customer support through a contact centre	5 credits	EV	Y/503/0429
Unit 18	Contribute to resource plan development in contact centre operations	7 credits	EV	L/503/0430
Unit 19	Manage resource planning and improvement of resource allocation in a contact centre	6 credits	EV	F/503/0425
Unit 20	Coordinate resource planning strategy in a contact centre	6 credits	EV	T/503/0423
Unit 21	Manage incident management systems in a contact centre	6 credits	EV	H/503/0417
Unit 22	Develop strategy for incident management by a contact centre	7 credits	EV	R/503/0414
Unit 23	Contributing to the development and launch of new products and/or services	4 credits	EV	A/502/8639
Unit 24	Analyse the market in which your organisation operates	5 credits	EV	M/600/9791
Unit 25	Prepare for and support quality audits	4 credits	EV	Y/600/9798
Unit 26	Develop, maintain and review personal networks	4 credits	EV	R/600/9587

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 27	Develop and evaluate operational plans for own area of responsibility	6 credits	EV	Y/600/9588
Unit 28	Promote equality of opportunity, diversity and inclusion across an organisation	6 credits	EV	T/600/9632
Unit 29	Examine staff turnover issues in own area of responsibility	4 credits	EV	A/600/9664
Unit 30	Developing collaborative relationships with other organisations	7 credits	EV	T/600/9694
Unit 31	Gather, analyse and interpret customer feedback	10 credits	EV	H/601/1571
Unit 32	Review and re-engineer customer service processes	11 credits	EV	R/601/1601
Unit 33	Champion customer service	10 credits	EV	T/601/1235
Unit 34	Handle referred customer complaints	10 credits	EV	K/601/1524
Unit 35	Implement quality improvements to customer service	10 credits	EV	L/601/1578
Unit 36	Apply technology or other resources to improve customer service	11 credits	EV	Y/601/1597

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ICT Professional Competence (PROCOM) (QCF)

Although the ICT Professional Competence (PROCOM) qualifications listed below were included in the OCR *Admin Guide: Vocational qualifications 2011/12*, the areas highlighted in yellow have changed since its publication.

Entry code	Qualification title	Credit value	Assessment	Qualification number
08737	OCR Level 2 Diploma in ICT Professional Competence (PROCOM)	48 credits	48 credits	501/0735/5
<p>Made up of:</p> <ul style="list-style-type: none"> Mandatory competence Units 1 and 3 (9 credits) A further 39 credits from competence, vendor and restricted units at Levels 1–3 (excluding Units 2, 8, 11, 14 and 145–178 and 200–201), of which at least 23 credits must be at Level 2 and a maximum of 12 credits can be taken from the restricted units. <p>Units with the same title at different levels cannot be combined.</p> <p>Some vendor units cannot be combined. Please see the Centre Handbook for details.</p>				
08738	OCR Level 3 Diploma in ICT Professional Competence (PROCOM)	72 credits	72 credits	501/1124/3
<p>Made up of:</p> <ul style="list-style-type: none"> Mandatory competence Units 2 and 3 (12 credits) A further 60 credits from any competence, vendor and restricted units (excluding Unit 1), of which at least 35 credits must be at Level 3 and a maximum of 24 credits can be taken from the restricted units. <p>Units with the same title at different levels cannot be combined.</p> <p>Candidates may only take one unit from each of the following groups:</p> <ul style="list-style-type: none"> Units 6, 7 and 8 Units 9, 10 and 11 Units 12, 13 and 14. <p>For more details on these groups, and on vendor units which cannot be combined, please see the Centre Handbook.</p>				
Competence units				
Unit 1	Develop own effectiveness and professionalism (Level 2)	6 credits	M	Y/601/3317
Unit 2	Develop own effectiveness and professionalism (Level 3)	9 credits	M	H/601/3501
Unit 3	Health and safety in ICT (Level 1)	3 credits	M	Y/500/7183
Unit 4	Computer games development (Level 2)	4 credits	M	A/601/3164
Unit 5	Computer games development (Level 3)	10 credits	M	F/601/3165
Unit 6	Creating a procedural computer program (Level 2)	7 credits	M	L/601/3167
Unit 7	Creating a procedural computer program (Level 3)	12 credits	M	R/601/3171
Unit 8	Designing and developing procedural computer programs (Level 4)	15 credits	M	T/601/3311
Unit 9	Creating an event driven computer program (Level 2)	7 credits	M	T/601/3177
Unit 10	Creating an event driven computer program (Level 3)	12 credits	M	F/601/3179
Unit 11	Designing and developing event-driven computer programs (Level 4)	10 credits	M	J/601/3300
Unit 12	Creating an object oriented computer program (Level 2)	7 credits	M	A/601/3181

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 13	Creating an object oriented computer program (Level 3)	12 credits	M	L/601/3184
Unit 14	Designing and developing object-oriented computer programs (Level 4)	15 credits	M	T/601/3308
Unit 15	Customer care in ICT (Level 2)	9 credits	M	A/500/7158
Unit 16	Customer care in ICT (Level 3)	12 credits	M	F/500/7159
Unit 17	Data modelling (Level 2)	6 credits	M	A/601/3200
Unit 18	Data modelling (Level 3)	9 credits	M	L/601/3203
Unit 19	IT project management (Level 2)	4 credits	M	T/502/1110
Unit 20	IT project management (Level 3)	10 credits	M	L/502/1114
Unit 21	Software installation and upgrade (Level 2)	9 credits	M	D/500/7329
Unit 22	Software installation and upgrade (Level 3)	12 credits	M	R/500/7330
Unit 23	System management (Level 2)	6 credits	M	Y/500/7331
Unit 24	System management (Level 3)	12 credits	M	D/500/7332
Unit 25	Technical advice and guidance (Level 2)	9 credits	M	F/601/3506
Unit 26	Technical advice and guidance (Level 3)	12 credits	M	J/601/3507
Unit 27	Technical fault diagnosis (Level 2)	9 credits	M	T/601/3292
Unit 28	Technical fault diagnosis (Level 3)	12 credits	M	A/601/3293
Unit 29	Testing ICT systems (Level 2)	9 credits	M	A/500/7354
Unit 30	Testing ICT systems (Level 3)	12 credits	M	F/500/7355
Unit 31	User profile administration(Level 2)	6 credits	M	H/500/7378
Unit 32	User profile administration(Level 3)	9 credits	M	K/500/7379
Unit 33	ICT system operation (Level 2)	9 credits	M	F/500/7338
Unit 34	Introduction to IT systems development (Level 2)	6 credits	M	J/601/3247
Unit 35	Investigating and defining customer requirements for ICT systems (Level 3)	12 credits	M	R/601/3249
Unit 36	Quality management of ICT products and services (Level 3)	12 credits	M	T/500/7210
Unit 37	Remote support for products and services (Level 3)	12 credits	M	D/500/7217
Unit 38	Security of ICT systems (Level 3)	12 credits	M	D/500/7220
Unit 39	System operation (Level 3)	12 credits	M	A/500/7340
Unit 40	Working with ICT hardware and equipment (Level 2)	9 credits	M	K/500/7382
Unit 41	Data structures and algorithms (Level 4)	15 credits	M	R/601/3297
Unit 42	Designing and developing a web site (Level 4)	15 credits	M	L/601/3315
Unit 195	Customer care in ICT (Level 1)	6 credits	M	T/500/7157
Unit 196	Interpersonal and written communication (Level 2)	9 credits	M	T/500/7207
Unit 197	Managing software development (Level 3)	12 credits	M	T/500/6798
Unit 198	Interpersonal and written communication (Level 3)	12 credits	M	A/500/7208
Unit 199	Working with ICT hardware equipment and systems (Level 3)	12 credits	M	M/500/7383
Unit 200	Working with ICT hardware equipment and systems (Level 4)	15 credits	M	T/500/7384
Unit 201	Security of ICT systems (Level 4)	15 credits	M	H/500/7221

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Vendor units				
Unit 43	Cisco IT essentials part 1 (Level 2)	10 credits	V	L/601/7459
Unit 44	CompTIA A+ 602 (Level 2)	9 credits	V	F/501/3592
Unit 45	CompTIA A+ 603 (Level 2)	9 credits	V	J/501/3593
Unit 46	CompTIA A+ 604 (Level 2)	9 credits	V	L/501/3594
Unit 47	CompTIA A+ essentials (Level 2)	10 credits	V	H/602/1386
Unit 48	CompTIA A+ practical application (Level 2)	10 credits	V	M/602/1388
Unit 49	CompTIA DHTI+ (Level 2)	9 credits	V	D/501/3597
Unit 50	Configuring Microsoft Windows Vista Client (Level 2)	9 credits	V	J/502/3623
Unit 51	Deploying and maintaining Windows Vista Client and 2007 Microsoft Office system desktops (Level 2)	9 credits	V	A/502/3649
Unit 52	Microsoft Office Groove 2007, configuring (Level 2)	5 credits	V	F/600/4370
Unit 53	Microsoft Office Project 2007, managing projects (Level 2)	6 credits	V	K/600/4394
Unit 54	Microsoft Virtual Earth 6.0, application development (Level 2)	5 credits	V	F/600/4319
Unit 55	Pre-installing for OEMs Windows Vista and Server operating systems (Level 2)	3 credits	V	M/600/4378
Unit 56	Supporting and troubleshooting applications on a Windows Vista Client for Consumer Support Technicians (Level 2)	9 credits	V	K/502/3646
Unit 57	Supporting and troubleshooting applications on a Windows Vista Client for Enterprise Support Technicians (Level 2)	9 credits	V	H/502/3628
Unit 58	Supporting users and troubleshooting a Microsoft Windows XP operating system (Level 2)	9 credits	V	L/502/3798
Unit 59	Supporting users and troubleshooting desktop applications on a Microsoft Windows XP operating system (Level 2)	9 credits	V	D/502/4065
Unit 60	Windows 7, Enterprise Desktop Support Technician (Level 2)	8 credits	V	D/601/6798
Unit 61	Cisco Discovery designing and supporting computer networks (Level 3)	10 credits	V	L/601/6909
Unit 62	Cisco Discovery introducing routing and switching in the enterprise (Level 3)	10 credits	V	Y/601/6900
Unit 63	Cisco Discovery networking for home and small business (Level 3)	10 credits	V	M/601/6840
Unit 64	Cisco Discovery working at a small-to-medium business or ISP (Level 3)	10 credits	V	D/601/6820
Unit 65	Cisco Entrepreneur: growing a business (Level 3)	10 credits	V	R/601/9567
Unit 66	Cisco Entrepreneur: iExec enterprise essentials (Level 3)	10 credits	V	Y/601/9568
Unit 67	Cisco Entrepreneur: starting a business (Level 3)	10 credits	V	D/601/9572
Unit 68	Cisco Exploration accessing the WAN (Level 3)	10 credits	V	K/601/7422
Unit 69	Cisco Exploration LAN switching and wireless (Level 3)	10 credits	V	K/601/7453
Unit 70	Cisco Exploration network fundamentals (Level 3)	10 credits	V	A/601/7537
Unit 71	Cisco Exploration routing protocols and concepts (Level 3)	10 credits	V	H/601/7421
Unit 72	Cisco IT essentials part 2 (Level 3)	10 credits	V	F/601/7457
Unit 73	CompTIA Convergence+ (Level 3)	9 credits	V	Y/501/3596

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Unit 74	CompTIA Linux+ (Level 3)	9 credits	V	H/501/3598
Unit 75	CompTIA Network + 2009 (Level 3)	10 credits	V	A/602/1393
Unit 76	CompTIA Network+ (Level 3)	9 credits	V	L/500/7312
Unit 77	CompTIA Security+ (Level 3)	9 credits	V	K/501/3599
Unit 78	CompTIA Security+ 2008 (Level 3)	10 credits	V	L/602/1396
Unit 79	CompTIA Server+ (Level 3)	9 credits	V	R/501/3600
Unit 80	CompTIA Server+ 2009 (Level 3)	10 credits	V	R/602/1397
Unit 81	Configuration Microsoft Forefront Client and Server (Level 3)	7 credits	V	L/600/4372
Unit 82	Configuring Microsoft Desktop Optimization Pack (Level 3)	10 credits	V	K/600/4377
Unit 83	Configuring Microsoft Internet Security and Acceleration Server 2006 (Level 3)	10 credits	V	T/600/4284
Unit 84	Configuring Microsoft Office Communications Server 2007 (Level 3)	4 credits	V	T/600/4396
Unit 85	Configuring Microsoft Office Project Server 2007 (Level 3)	7 credits	V	A/600/4397
Unit 86	Configuring Microsoft Office SharePoint Server 2007 (Level 3)	13 credits	V	Y/600/4391
Unit 87	Configuring Microsoft System Center Configuration Manager 2007 (Level 3)	10 credits	V	F/600/4286
Unit 88	Configuring Microsoft System Center Operations Manager 2007 (Level 3)	10 credits	V	A/600/4285
Unit 89	Configuring Windows Essential Business Server 2008 (Level 3)	11 credits	V	T/600/4379
Unit 90	Configuring Windows Server 2008 Active Directory (Level 3)	13 credits	V	M/502/3650
Unit 91	Configuring Windows Server 2008 Applications Infrastructure (Level 3)	13 credits	V	L/502/3638
Unit 92	Configuring Windows Server 2008 Network Infrastructure (Level 3)	11 credits	V	J/502/3640
Unit 93	Configuring Windows Server Virtualization (Level 3)	5 credits	V	M/600/4381
Unit 94	Configuring Windows SharePoint Services 3.0 (Level 3)	12 credits	V	D/600/4392
Unit 95	Configuring Windows Small Business Server 2008 (Level 3)	11 credits	V	K/600/4380
Unit 96	Designing and developing Enterprise applications using the Microsoft .NET Framework 3.5 (Level 3)	10 credits	V	L/600/4386
Unit 97	Designing and developing Windows applications using the Microsoft .NET Framework 3.5 (Level 3)	7 credits	V	F/600/4384
Unit 98	Designing, deploying, and managing a Network Solution for a small- and medium- sized business (Level 3)	6 credits	V	F/600/4241
Unit 99	Designing, implementing, and managing Microsoft Windows Mobile (Level 3)	5 credits	V	A/600/4304
Unit 100	Developing business process and integration solutions using Microsoft BizTalk Server (Level 3)	12 credits	V	H/600/4233
Unit 101	Implementing a Microsoft SQL Server 2008 database (Level 3)	9 credits	V	R/600/4289
Unit 102	Implementing and administering security in a Microsoft Windows Server 2003 Network (Level 3)	7 credits	V	R/501/2866
Unit 103	Implementing and maintaining Microsoft SQL Server 2008 (Level 3)	10 credits	V	J/600/4287
Unit 104	Implementing and managing Microsoft Exchange Server 2003 (Level 3)	7 credits	V	T/501/2827

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Unit 105	Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004 (Level 3)	10 credits	V	M/600/4283
Unit 106	Implementing, managing, and maintaining a Windows Server 2003 Network Infrastructure (Level 3)	10 credits	V	H/501/2824
Unit 107	Implementing, managing, and troubleshooting Microsoft Office Live Communications Server 2005 (Level 3)	6 credits	V	J/600/4239
Unit 108	Installing, configuring and administering MS Windows 2000 Professional (Level 3)	7 credits	V	Y/501/2867
Unit 109	Installing, configuring and administering MS Windows XP Professional (Level 3)	7 credits	V	A/501/2604
Unit 110	Installing, configuring, and administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition (Level 3)	4 credits	V	K/501/2825
Unit 111	Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition (Level 3)	7 credits	V	M/501/2826
Unit 112	Interconnecting Cisco Networking Devices (CCNA Parts 3 and 4) (Level 3)	18 credits	V	K/501/2968
Unit 113	Introduction to Cisco Networking Technologies (CCNA parts 1 and 2) (Level 3)	18 credits	V	H/501/2967
Unit 114	Managing and maintaining a Windows Server 2003 environment (Level 3)	7 credits	V	J/501/2606
Unit 115	Microsoft .NET Framework - application development foundation (Level 3)	12 credits	V	H/600/4314
Unit 116	Microsoft .NET Framework 2.0 - distributed application development (Level 3)	10 credits	V	D/600/4313
Unit 117	Microsoft .NET Framework 2.0 - Web-based client development (Level 3)	12 credits	V	Y/600/4312
Unit 118	Microsoft .NET Framework 2.0 - Windows-based client development (Level 3)	12 credits	V	R/600/4311
Unit 119	Microsoft .NET Framework 3.5 - Windows Communication Foundation application development (Level 3)	5 credits	V	L/600/4307
Unit 120	Microsoft .NET Framework 3.5 - Windows Presentation Foundation application development (Level 3)	5 credits	V	J/600/4306
Unit 121	Microsoft .NET Framework 3.5 - Windows Workflow Foundation application development (Level 3)	5 credits	V	R/600/4308
Unit 122	Microsoft .NET Framework 3.5, ADO.NET application development (Level 3)	6 credits	V	D/600/4375
Unit 123	Microsoft .NET Framework 3.5, Windows Forms application development (Level 3)	12 credits	V	Y/600/4309
Unit 124	Microsoft Office PerformancePoint Server 2007, applications (Level 3)	6 credits	V	J/600/4371
Unit 125	Microsoft Office Project Server 2007, managing projects (Level 3)	7 credits	V	M/600/4395
Unit 126	Microsoft Office SharePoint Server 2007 – application development (Level 3)	12 credits	V	T/600/4317
Unit 127	Microsoft Office Visio 2007, application development (Level 3)	5 credits	V	T/600/4320
Unit 128	Microsoft SQL Server 2005 – implementation and maintenance (Level 3)	13 credits	V	H/502/3581
Unit 129	Microsoft Windows Mobile 5.0 – application development (Level 3)	12 credits	V	K/600/4315
Unit 130	Microsoft Windows SharePoint Services 3.0 – application development (Level 3)	12 credits	V	M/600/4316
Unit 131	Oracle Academy: data design (Level 3)	10 credits	V	D/601/7546

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Unit 132	Oracle Academy: database design and programming with SQL (Level 3)	10 credits	V	J/601/7542
Unit 133	Oracle Academy: database programming with PL/SQL (Level 3)	20 credits	V	Y/601/7545
Unit 134	Planning and maintaining a Microsoft Windows Server 2003 network infrastructure (Level 3)	3 credits	V	H/501/2712
Unit 135	Pro: designing and developing ASP.NET Applications using the Microsoft .NET Framework 3.5 (Level 3)	7 credits	V	J/600/4385
Unit 136	Upgrading your MCDST Certification to MCITP Enterprise Support (Level 3)	8 credits	V	R/600/4390
Unit 137	Upgrading your MCSA on Windows Server 2003 to Windows Server 2008, Technology Specialist (Level 3)	10 credits	V	F/600/4398
Unit 138	Visual Studio 2005 Team Foundation Server (Level 3)	7 credits	V	L/600/4310
Unit 139	Visual Studio 2005 Tools for the Microsoft Office System (Level 3)	5 credits	V	A/600/4318
Unit 140	VM Ware Master Enterprise administration (Level 3)	10 credits	V	T/601/9562
Unit 141	VM Ware Master Enterprise design (Level 3)	10 credits	V	A/601/9563
Unit 142	Windows 7, Enterprise Desktop Administrator (Level 3)	8 credits	V	H/601/6799
Unit 143	Windows Server 2008, Enterprise Administrator (Level 3)	14 credits	V	T/502/3634
Unit 144	Windows Server 2008, Server Administrator (Level 3)	11 credits	V	J/502/3637
Unit 145	Business intelligence development and maintenance using Microsoft SQL Server 2008 (Level 4)	13 credits	V	M/600/4297
Unit 146	Cisco CCNP route (Level 4)	10 credits	V	F/601/9581
Unit 147	Cisco CCNP switch (Level 4)	10 credits	V	J/601/9582
Unit 148	Cisco CCNP troubleshooting (Level 4)	20 credits	V	L/601/9583
Unit 149	Configuring and managing Windows Server 2003 hosted environments (Level 4)	4 credits	V	F/600/4305
Unit 150	Deploying messaging solutions with Microsoft Exchange Server 2007 (Level 4)	9 credits	V	T/600/4236
Unit 151	Designing a business intelligence infrastructure by using Microsoft SQL Server 2005 (Level 4)	13 credits	V	H/600/4295
Unit 152	Designing a business intelligence infrastructure using Microsoft SQL Server 2008 (Level 4)	11 credits	V	H/600/4300
Unit 153	Designing a database server infrastructure by using Microsoft SQL Server 2005 (Level 4)	12 credits	V	R/600/4292
Unit 154	Designing a Windows Server 2003 Active Directory and Network infrastructure (Level 4)	11 credits	V	L/600/4243
Unit 155	Designing and developing Enterprise applications by using the Microsoft .NET Framework (Level 4)	9 credits	V	T/600/4365
Unit 156	Designing and developing Web-based applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	K/600/4363
Unit 157	Designing and developing Windows-based applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	M/600/4364
Unit 158	Designing and optimizing data access by using Microsoft SQL Server 2005 (Level 4)	12 credits	V	L/600/4291
Unit 159	Designing database solutions and data access using Microsoft SQL Server 2008 (Level 4)	10 credits	V	A/600/4299
Unit 160	Designing database solutions by using Microsoft SQL Server 2005 (Level 4)	10 credits	V	J/600/4290
Unit 161	Designing messaging solutions with Microsoft Exchange Server 2007 (Level 4)	10 credits	V	M/600/4235

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Unit 162	Designing security for a Windows Server 2003 Network (Level 4)	7 credits	V	D/600/4246
Unit 163	Designing, optimizing and maintaining a database administrative solution Using Microsoft SQL Server 2008 (Level 4)	10 credits	V	T/600/4298
Unit 164	Implement and maintain Microsoft SQL Server 2005 Business Intelligence (Level 4)	13 credits	V	D/600/4294
Unit 165	MCAD skills to MCPD web developer by using the Microsoft .NET Framework (Level 4)	13 credits	V	A/600/4366
Unit 166	MCAD skills to MCPD windows developer by using the Microsoft .NET Framework (Level 4)	13 credits	V	F/600/4367
Unit 167	MCAD skills to MCTS web applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	Y/600/4374
Unit 168	MCAD skills to MCTS windows applications by using the Microsoft .NET Framework (Level 4)	12 credits	V	R/600/4373
Unit 169	Microsoft .NET Framework 3.5, ASP.NET application development (Level 4)	7 credits	V	A/600/4383
Unit 170	Optimizing and maintaining a database administration solution by using Microsoft SQL Server 2005 (Level 4)	10 credits	V	Y/600/4293
Unit 171	Planning, deploying, and managing Microsoft Systems Management Server 2003 (Level 4)	12 credits	V	J/600/4225
Unit 172	Planning, implementing, and maintaining a Windows Server 2003 Active Directory Infrastructure (Level 4)	11 credits	V	J/600/4242
Unit 173	Transition your MCITP SQL Server 2005 BI Developer to MCITP SQL Server 2008 BI Developer (Level 4)	5 credits	V	T/600/4303
Unit 174	Transition your MCITP SQL Server 2005 DBA to MCITP SQL Server 2008 (Level 4)	5 credits	V	K/600/4301
Unit 175	Transition your MCITP SQL Server 2005 DBD to MCITP SQL Server 2008 DBD (Level 4)	5 credits	V	M/600/4302
Unit 176	Upgrade MCDBA skills to MCITP database administrator by using Microsoft SQL Server 2005 (Level 4)	13 credits	V	K/600/4296
Unit 177	Upgrading your MCSE on Windows Server 2003 to Windows Server 2008, technology specialist (Level 4)	13 credits	V	T/600/4382
Unit 178	Windows Embedded CE 6.0 development (Level 4)	10 credits	V	Y/600/4388
Unit 186	Configuring Microsoft Exchange Server 2007 (Level 3)	12 credits	V	J/502/3556
Unit 187	Software Development Fundamentals (Level 2)	10 credits	V	M/602/6347
Unit 188	Windows Development Fundamentals (Level 2)	10 credits	V	T/602/6348
Unit 189	Web Development Fundamentals (Level 2)	10 credits	V	F/602/6353
Unit 190	Windows Server Administration Fundamentals (Level 2)	10 credits	V	T/602/6351
Unit 191	Security Fundamentals (Level 2)	10 credits	V	A/602/6349
Unit 192	Networking Fundamentals (Level 2)	10 credits	V	M/602/6350
Unit 193	Database Administration Fundamentals (Level 2)	10 credits	V	A/602/6352
Unit 194	Configuring Windows 7 (Level 2)	6 credits	V	Y/601/6797
Unit 202	TS: Silverlight 4, Development (Level 3)	12 credits	V	L/503/4588
Unit 203	TS: Windows Applications Development with Microsoft .NET Framework 4 (Level 3)	10 credits	V	R/503/4589
Unit 204	TS: Windows Communication Foundation Development with Microsoft .NET Framework 4 (Level 3)	6 credits	V	J/503/4590

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 205	TS: Web Applications Development with Microsoft .NET Framework 4 (Level 3)	9 credits	V	R/503/4592
Unit 206	TS: Accessing Data with Microsoft .NET Framework 4 (Level 3)	8 credits	V	Y/503/4593
Unit 207	PRO: Designing and Developing Windows Applications Using Microsoft .NET Framework 4 (Level 4)	12 credits	V	D/503/4594
Unit 208	PRO: Designing and Developing Web Applications Using Microsoft .NET Framework 4 (Level 4)	12 credits	V	H/503/4595
Unit 209	TS: Microsoft SharePoint 2010, Application Development (Level 3)	10 credits	V	K/503/4596
Unit 210	PRO: Designing and Developing Microsoft SharePoint 2010 Applications (Level 4)	10 credits	V	M/503/4597
Unit 211	PRO: Designing and Developing Windows Azure Applications (Level 4)	10 credits	V	T/503/4598
Unit 212	TS: Windows Server 2008 R2, Server Virtualisation (Level 4)	9 credits	V	A/503/4599
Unit 213	TS: Microsoft Exchange Server 2010, Configuring (Level 3)	12 credits	V	H/503/4600
Unit 214	PRO: Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010 (Level 4)	12 credits	V	K/503/4601
Unit 215	TS: Microsoft Lync Server 2010, Configuring (Level 3)	6 credits	V	M/503/4602
Unit 216	PRO: Microsoft Lync Server 2010, Administrator (Level 4)	9 credits	V	T/503/4603
Unit 217	TS: Microsoft SharePoint 2010, Configuring (Level 3)	8 credits	V	A/503/4604
Unit 218	PRO: Microsoft SharePoint 2010, Administrator (Level 4)	11 credits	V	F/503/4605
Unit 219	TS: Windows Server 2008 R2, Desktop Virtualisation (Level 3)	8 credits	V	K/503/1598
Unit 220	Windows Vista for the Business Worker (Level 2)	4 credits	V	J/503/4606
Restricted units				
Unit 179	IT security for users (Level 2)	2 credits	M	Y/502/4257
Unit 180	IT security for users (Level 3)	3 credits	M	D/502/4258
Unit 181	IT user fundamentals (Level 2)	3 credits	M	L/502/4207
Unit 182	Optimise IT system performance (Level 2)	4 credits	M	H/502/4245
Unit 183	Optimise IT system performance (Level 3)	5 credits	M	K/502/4246
Unit 184	Set up an IT system (Level 2)	4 credits	M	L/502/4210
Unit 185	Set up an IT system (Level 3)	5 credits	M	R/502/4211

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Learning and Development

Learning and Development (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10229	OCR Level 3 Award in Facilitating Learning and Development	12 credits	12 credits	600/2663/7
Made up of:				
<ul style="list-style-type: none"> Unit 1 (6 credits) One of either Unit 9 or 10 (6 credits) 				
10230	OCR Level 3 Certificate in Learning and Development	30 credits	30 credits	600/2664/9
Made up of:				
<ul style="list-style-type: none"> Units 1–2 (12 credits) One of either Unit 9 or 10 (6 credits) Remaining 12 credits from any of Units 5–21, of which 3 must be at Level 3. 				
If unit 15 or 16 is selected, unit 14 must also be selected. However, unit 14 can be taken on its own.				
10231	OCR Level 4 Award in Learning and Development	12 credits	12 credits	600/2665/0
Made up of:				
<ul style="list-style-type: none"> Unit 3 (6 credits) The remaining 6 credits can come from any of Units 4, 6, 13, 24, 27 or 31. 				
10232	OCR Level 4 Diploma in Learning and Development	45 credits	45 credits	600/2545/1
Made up of:				
<ul style="list-style-type: none"> Units 2–3 (12 credits) The remaining 33 credits can come from any of Units 4–31 (excluding Unit 21), of which at least 11 must be at Level 4. 				
To achieve the (Management) qualification, 18 credits must come from 23–31				
If unit 15 or 16 is selected, unit 14 must also be selected. However, unit 14 can be taken on its own				
If unit 18 is selected, unit 17 must also be selected. However, unit 17 can be taken on its own.				
Unit 1	Understanding the principles and practices of learning and development (Level 3)	6 credits	EV	Y/502/9541
Unit 2	Reflect on and improve own practice in learning and development (Level 4)	6 credits	EV	J/502/9552
Unit 3	Principles, theories and practices of learning and development (Level 4)	6 credits	EV	D/502/9542
Unit 4	Identify the learning needs of organisations (Level 4)	6 credits	EV	H/502/9543
Unit 5	Identify individual learning and development needs (Level 3)	3 credits	EV	K/502/9544
Unit 6	Develop learning and development programmes (Level 4)	6 credits	EV	M/502/9545
Unit 7	Plan and prepare specific learning and development opportunities (Level 3)	6 credits	EV	T/502/9546
Unit 8	Develop and prepare resources for learning and development (Level 4)	6 credits	EV	A/502/9547

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 9	Facilitate learning and development in groups (Level 3)	6 credits	EV	F/502/9548
Unit 10	Facilitate learning and development for individuals (Level 3)	6 credits	EV	J/502/9549
Unit 11	Manage learning and development in groups (Level 4)	6 credits	EV	A/502/9550
Unit 12	Engage learners in the learning and development process (Level 3)	6 credits	EV	F/502/9551
Unit 13	Evaluate and improve learning and development provision (Level 4)	6 credits	EV	L/502/9553
Unit 14	Understanding the principles and practices of assessment (Level 3)	3 credits	EV	D/601/5313
Unit 15	Assess occupational competence in the work environment (Level 3)	6 credits	EV	H/601/5314
Unit 16	Assess vocational skills, knowledge and understanding (Level 3)	6 credits	EV	F/601/5319
Unit 17	Understanding the principles and practice of internally assuring the quality of assessment (Level 4)	6 credits	EV	T/601/5320
Unit 18	Internally assure the quality of assessment (Level 4)	6 credits	EV	A/601/5321
Unit 19	Provide information and advice to learners and employers (Level 3)	3 credits	EV	R/502/9554
Unit 20	Engage with employers to develop and support learning provision (Level 3)	6 credits	EV	Y/502/9555
Unit 21	Understanding the employing organisation (Level 3)	3 credits	EV	R/600/1764
Unit 22	Engage with employers to facilitate workforce development (Level 4)	6 credits	EV	D/502/9556
Unit 23	Develop and evaluate operational plans for own area of responsibility (Level 5)	6 credits	EV	Y/600/9588
Unit 24	Provide leadership and direction for own area of responsibility (Level 4)	5 credits	EV	T/600/9601
Unit 25	Manage or support equality of opportunity, diversity and inclusion in own area of work (Level 3)	4 credits	EV	M/600/9628
Unit 26	Work productively with colleagues and stakeholders (Level 5)	6 credits	EV	M/600/9662
Unit 27	Plan, allocate and monitor work in own area of responsibility (Level 4)	5 credits	EV	H/600/9674
Unit 28	Set objectives and provide support for team members (Level 3)	5 credits	EV	M/600/9600
Unit 29	Developing collaborative relationships with other organisations (Level 5)	7 credits	EV	T/600/9694
Unit 30	Manage a budget for own area or activity of work (Level 5)	7 credits	EV	A/600/9695
Unit 31	Manage the achievement of customer satisfaction (Level 4)	5 credits	EV	A/600/9793

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Entry code	Qualification title	Credit value	Assessment	Qualification number
10261	OCR Level 4 Certificate in Technology in Learning Delivery		16 credits	600/2939/0
Made up of Units 1–3.				
Unit 1	Sharing practice of technology in learning delivery	4 credits	EV	H/502/9669
Unit 2	Applying the use of technology to learning delivery	6 credits	EV	T/502/9661
Unit 3	Using collaborative technologies	6 credits	EV	T/502/4380

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Logistics

Logistics (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
09884	OCR Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry		5 credits	600/2570/0
Made up of Unit 1				
Unit 1	Employee rights and responsibilities in the logistics industry	5 credits	EV	H/502/9963

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Management

Management (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
09879	OCR Level 3 Certificate in Management		13 credits	600/2450/1
Made up of:				
<ul style="list-style-type: none"> Units 31–33 (10 credits) The remaining 3 credits from either Units 21 or 34. 				
09878	OCR Level 2 Certificate in Team Leading		13 credits	600/2420/3
Made up of:				
<ul style="list-style-type: none"> Units 21–23 (10 credits) The remaining 3 credits from either Units 24 or 31. 				
Unit 21	Developing working relationships with team members	3 credits	EV	D/602/0401
Unit 22	Key principles of team leading	4 credits	EV	D/602/0379
Unit 23	Managing personal development	3 credits	EV	Y/602/0400
Unit 24	Developing a team	3 credits	EV	H/602/0402
Unit 31	Gaining results from your team	3 credits	EV	F/602/0407
Unit 32	Improving your own management and leadership performance	2 credits	EV	H/602/0416
Unit 33	Key principles of management and leadership	5 credits	EV	R/602/0413
Unit 34	Principles of working with and supervising others in a business environment	3 credits	EV	H/601/7645

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Sport and Recreation

Sport and Recreation (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
09885	OCR Level 2 Award in Employment Awareness in Active Leisure and Learning		6 credits	600/2422/7
Made up of Units 1–3.				
Unit 1	Understanding employment rights and responsibilities	2 credits	EV	J/600/0840
Unit 2	Understanding the employing organisation	2 credits	EV	D/600/1735
Unit 3	Understanding the active leisure and learning sector	2 credits	EV	Y/600/1734
09886	OCR Level 3 Award in Employment Awareness in Active Leisure and Learning		8 credits	600/2423/9
Made up of Units 1–3.				
Unit 1	Understanding employment rights and responsibilities	2 credits	EV	J/600/0840
Unit 2	Understanding the employing organisation	3 credits	EV	R/600/1764
Unit 3	Understanding the active leisure and learning sector	3 credits	EV	F/600/1758
10279	OCR Level 2 Certificate in Leisure Operations		18 credits	600/2864/6
Made up of Units 1–9.				
Unit 1	Understanding the Active Leisure and Learning Sector	2 credits	EV	Y/600/1734
Unit 2	Understanding Employment Rights and Responsibilities	2 credits	EV	J/600/0840
Unit 3	Customer care and diversity in active leisure	2 credits	EV	T/503/0731
Unit 4	Health, safety, security and welfare in active leisure	4 credits	EV	K/503/0743
Unit 5	Developing self in an active leisure job role	1 credit	EV	Y/503/0737
Unit 6	Cleaning in active leisure	1 credit	EV	D/503/0738
Unit 7	Handling and maintaining equipment in active leisure	3 credits	EV	H/503/0739
Unit 8	Teamwork in active leisure	2 credits	EV	L/503/0735
Unit 9	Emergency First Aid Skills	1 credit	EV	Y/600/1250
10280	OCR Level 3 Certificate in Leisure Management		18 credits	600/2863/4
Made up of:				
<ul style="list-style-type: none"> Units 1–6 (16 credits) At least 2 further credits from Units 7–12. 				
Unit 1	Understanding how to lead a team in active leisure	3 credits	EV	F/503/0778

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 2	Promoting customer care in active leisure	3 credits	EV	K/503/0774
Unit 3	Understanding how to manage health, safety and welfare in active leisure	3 credits	EV	A/503/0780
Unit 4	Understanding the Active Leisure and Learning Sector	3 credits	EV	F/600/1758
Unit 5	Understanding Employment Rights and Responsibilities	2 credits	EV	J/600/0840
Unit 6	Continuing professional development in active leisure	2 credits	EV	J/503/0782
Unit 7	Understanding financial procedures in active leisure	3 credits	EV	T/503/0776
Unit 8	Understanding how to deliver objectives through the work of an active leisure team	2 credits	EV	A/503/0777
Unit 9	Understanding how to supervise facility maintenance in active leisure	2 credits	EV	Y/503/0771
Unit 10	Marketing in active leisure	6 credits	EV	D/503/0772
Unit 11	Understanding how to sell services and products to customers in active leisure	4 credits	EV	L/503/0783
Unit 12	Operating swimming pool plant	4 credits	EV	F/503/0988
10281	OCR Level 3 NVQ Diploma in Leisure Management		41 credits	600/2865/8
Made up of:				
<ul style="list-style-type: none"> • Units 1–11 (34 credits) • At least 2 further credits from Units 12–17 • Minimum 5 credits from Units 18–28. 				
Unit 1	Understanding how to lead a team in active leisure	3 credits	EV	F/503/0778
Unit 2	Promoting customer care in active leisure	3 credits	EV	K/503/0774
Unit 3	Understanding how to manage health, safety and welfare in active leisure	3 credits	EV	A/503/0780
Unit 4	Understanding the Active Leisure and Learning Sector	3 credits	EV	F/600/1758
Unit 5	Understanding Employment Rights and Responsibilities	2 credits	EV	J/600/0840
Unit 6	Continuing professional development in active leisure	2 credits	EV	J/503/0782
Unit 7	Understanding the Employing Organisation	3 credits	EV	R/600/1764
Unit 8	Manage own professional development within an active leisure organisation	4 credits	EV	Y/503/0866
Unit 9	Set objectives and provide support for an active leisure team	5 credits	EV	H/503/0871
Unit 10	Ensure the health, safety, welfare and security of customers and staff in an active leisure environment	3 credits	EV	M/503/0873
Unit 11	Improve the customer's experience in active leisure	3 credits	EV	R/503/0865
Unit 12	Understanding financial procedures in active leisure	3 credits	EV	T/503/0776
Unit 13	Understanding how to deliver objectives through the work of an active leisure team	2 credits	EV	A/503/0777

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 14	Understanding how to supervise facility maintenance in active leisure	2 credits	EV	Y/503/0771
Unit 15	Marketing in active leisure	6 credits	EV	D/503/0772
Unit 16	Understanding how to sell services and products to customers in active leisure	4 credits	EV	L/503/0783
Unit 17	Operating swimming pool plant	4 credits	EV	F/503/0988
Unit 18	Address performance problems affecting team members	3 credits	EV	J/503/0863
Unit 19	Promote learning and development in active leisure	5 credits	EV	K/503/0869
Unit 20	Manage physical resources in active leisure	3 credits	EV	D/503/0867
Unit 21	Implement financial procedures in active leisure	3 credits	EV	L/503/0864
Unit 22	Plan, organise and evaluate active leisure services	2 credits	EV	H/503/0868
Unit 23	Contribute to marketing in active leisure	3 credits	EV	F/503/0862
Unit 24	Operate swimming pool plant	2 credits	EV	M/503/0985
Unit 25	Sell active leisure services and products to customers	3 credits	EV	D/503/0870
Unit 26	Contribute to the prevention and management of abusive and aggressive behaviour	4 credits	EV	T/601/1168
Unit 27	Develop productive working relationships with colleagues	4 credits	EV	K/502/8426
Unit 28	Supervise the maintenance of equipment and facilities in active leisure	5 credits	EV	K/503/0872
10282	OCR Level 3 NVQ Diploma in Sports Development	64 credits	600/2862/2	
Made up of:				
<ul style="list-style-type: none"> Units 1–5 (40 credits) A further 4 units from Units 6–22 of which at least one unit from 6 or 7 and at least two from 8–22 Remaining unit from any Units 6–22. 				
Unit 1	Manage own resources and professional development	5 credits	EV	M/502/8458
Unit 2	Contribute to strategic development in sport and active leisure	7 credits	EV	M/503/0534
Unit 3	Provide leadership in sport and active leisure	9 credits	EV	K/502/9690
Unit 4	Promote equality and diversity in sport and physical activity	15 credits	EV	T/503/0535
Unit 5	Ensure the health, safety, welfare and security of customers and staff	4 credits	EV	A/503/0651
Unit 6	Facilitate community-based sport and physical activity	16 credits	EV	F/503/0652
Unit 7	Support the development of sport and physical activity in education	13 credits	EV	J/503/0653
Unit 8	Lead and motivate volunteers	10 credits	EV	K/503/0645
Unit 9	Recruit, select and keep colleagues	12 credits	EV	H/602/1842
Unit 10	Involve, motivate and retain volunteers	10 credits	EV	Y/503/0656

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Entry code	Qualification title	Credit value	Assessment	Qualification number
Unit 11	Develop productive working relationships with colleagues and stakeholders	4 credits	EV	A/502/9287
Unit 12	Allocate and monitor the progress and quality of work in own area of responsibility	14 credits	EV	M/602/1844
Unit 13	Provide learning opportunities for colleagues	11 credits	EV	K/602/1843
Unit 14	Contribute to the prevention and management of abusive and aggressive behaviour	4 credits	EV	T/601/1168
Unit 15	Recognise indications of substance misuse and refer individuals to specialists	4 credits	EV	M/601/0648
Unit 16	Support the efficient use of resources	5 credits	EV	H/502/8456
Unit 17	Apply for external funding for sport and physical activity	11 credits	EV	R/503/0655
Unit 18	Manage information for action	6 credits	EV	K/502/8457
Unit 19	Contribute to evaluating, developing and promoting services	11 credits	EV	H/602/1839
Unit 20	Plan and organise services	3 credits	EV	D/502/9685
Unit 21	Manage a project	6 credits	EV	J/502/9678
Unit 22	Work with others to improve customer service	8 credits	EV	D/601/1553

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Teacher/Trainer

Assessing and teaching learners with specific learning difficulties (QCF)

Entry code	Qualification title	Credit value	Assessment	Qualification number
10218	OCR Level 5 Diploma in Teaching Learners with Dyslexia/Specific Learning Difficulties		42 credits	600/3017/3
Made up of Units 1–4.				
Unit 1	Understanding Special Educational Needs policy and context in relation to dyslexia/specific learning difficulties	8 credits	EV	A/503/4201
Unit 2	Assessing the needs of individuals with dyslexia/specific learning difficulties	11 credits	EV	F/503/4202
Unit 3	Planning and teaching learning programmes for individuals with dyslexia/specific learning difficulties	15 credits	EV	J/503/4203
Unit 4	Evaluation of teaching and learning programmes for individuals with dyslexia/specific learning difficulties	8 credits	EV	L/503/4204
10219	OCR Level 7 Diploma in Teaching and Assessing Learners with Dyslexia/Specific Learning Difficulties		60 credits	600/3018/5
Made up of Units 1–6.				
Unit 1	Understand theoretical concepts for teaching individuals with dyslexia/specific learning difficulties	8 credits	EV	A/503/3906
Unit 2	Understanding psychometric and educational assessment methods in the context of dyslexia/specific learning difficulties	10 credits	EV	F/503/3907
Unit 3	Assessing individuals for dyslexia/specific learning difficulties	9 credits	EV	J/503/3908
Unit 4	Planning and teaching learning programmes for individuals with dyslexia/specific learning difficulties	15 credits	EV	J/503/4203
Unit 5	Evaluation of teaching and learning programmes for individuals with dyslexia/specific learning difficulties	8 credits	EV	L/503/4204
Unit 6	Relating theoretical and methodological perspectives to practice in the context of dyslexia/specific learning difficulties	10 credits	EV	J/503/3911

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