

Functional Skills

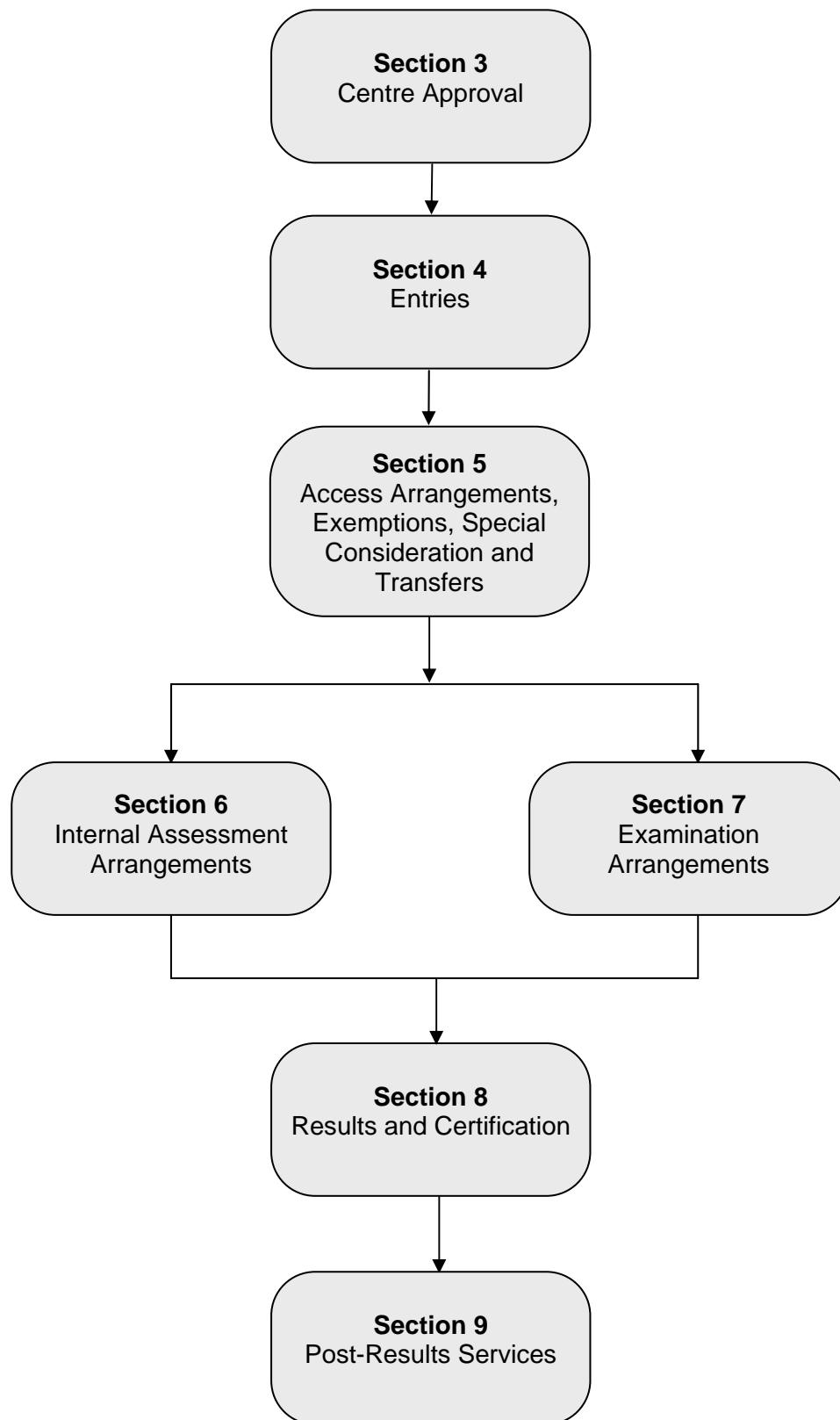
Admin Guide 2011/12



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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

The purpose of this *Admin Guide* is to assist exams officers and teachers in registered OCR centres with the administration of OCR Functional Skills. This document must be read in conjunction with the JCQ *Instructions for conducting examinations*, the JCQ *Instructions for conducting coursework* and the JCQ *General Regulations for Approved Centres*.

This *Guide* is also available to download from the OCR website (www.ocr.org.uk). We will notify centres of any amendments to the *Admin Guide* in a circular or Notice to Centres.

1.1 What are Functional Skills?

Functional Skills are practical skills in English, Maths and ICT that help learners gain the most out of work, education and everyday life. They have been introduced to address government and employers' concerns over current standards in basic literacy and numeracy for learners of all ages.

Functional Skills are a constituent of all 14–19 learning programmes. These qualifications are also for adults, whether they are in work, in training or preparing for work. They are not just about acquiring the basic skills of reading, writing, arithmetic and using a computer, but are an essential stepping stone towards the higher goal of functionality – or being functional.

Entry Level English, Maths and ICT and Levels 1 and 2 English Speaking, Listening and Communication (SLC) are internally assessed and OCR-moderated qualifications which can be taken at any time during the year.

Levels 1 and 2 English Reading and Writing, Maths and ICT are externally assessed by OCR-set and marked tests. They take place during five-day testing windows which are available monthly from August 2011.

1.2 Qualification update

OCR's Functional Skills qualifications have an accreditation end date of 31 August 2013, with an end certification date of 31 August 2015.

Following your feedback, we have made a number of improvements for 2011/12:

- For Functional Skills English, we have reduced the Reading burden in our Writing assessments, so that the tasks are more accessible to candidates. This change will come into effect from the November 2011 series onwards.
- We have maintained a flexible five-day testing window for the examined units (internal assessments can be taken at any time). A window is now available every month of the year.
- We will be offering on-screen, on-demand assessment from September 2012, with sample materials available early summer 2012.

There have been a number of changes to how Functional Skills qualifications are administered, so this guide should be read carefully.

Apprenticeships

Key Skills have been extended in England for use in Apprenticeship Frameworks until September 2012. This means learning providers can offer a choice of either Functional Skills or Key Skills. Providers who are ready to deliver Functional Skills can go ahead, as this is not a postponement of Functional Skills but rather a period of dual running alongside Key Skills. Centres in Wales have been required to use Essential Skills Wales in Apprenticeship frameworks since September 2010 (please see the *Admin Guide: Essential Skills Wales* for details).

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

- Active Leisure and Learning (Levels 2 and 3)
- Business Administration (Levels 2 and 3)
- Children and Young People's Workforce (Levels 2 and 3)
- Creative and Digital Media (Level 3)
- Customer Service (Levels 2 and 3)
- Driving Goods Vehicles (Level 2)
- Exercise and Fitness (Levels 2 and 3)
- Health and Social Care (Levels 2 and 3)
- IT, Software, Web and Telecoms Professionals (Levels 2 and 3)
- IT User (Levels 2 and 3)
- Logistics Operations Management (Level 3)
- Management (Levels 2 and 3)
- Retail (Levels 2 and 3)
- Supporting Teaching and Learning in Schools (Levels 2 and 3)
- Warehousing and Storage (Level 2).

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 covered by an NVQ; now QCF competence equivalent.
- **Knowledge** – Was the Technical Certificate; now QCF knowledge equivalent.
- **Transferable skills** – Key Skills/Functional Skills/Essential Skills for Wales.
- **Employee Rights and Responsibilities (ERR)** – This must now be formally assessed.
- **Personal, Learning and Thinking Skills (PLTS)** – In England, PLTS have been introduced to the framework and must be formally assessed.

For further information on OCR's Apprenticeships, please see the OCR website at www.ocr.org.uk/apprenticeships. Our *Admin Guide: Apprenticeships* is also available to download from the OCR website. For more information on Apprenticeship Frameworks, please see the National Apprenticeship Service website at www.apprenticeships.org.uk.

1.3 Obtaining further support and information

A glossary of common terms is provided at the end of this *Guide* together with a list of where to obtain copies of documents referred to in the *Guide*.

OCR website

The best way to obtain up-to-date information is via the OCR website at www.ocr.org.uk. The website provides essential support materials, including centre handbooks, sample question papers and brochures, 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, and view achievements. Assessment material for internally assessed units is also provided. 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, which 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.

1.4 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: functionalskills@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 Key Dates

This table shows the key dates of the assessment year for Levels 1 and 2 Functional Skills in 2011/12. (Entry Level qualifications and Levels 1 and 2 English Speaking, Listening and Communication can be taken at any time.)

Series	Entry window opens	Entry deadline	Testing window	Results available via EDI and Interchange
Sep 2011	8 Aug 2011	19 Aug 2011	5–9 Sep 2011	7 Oct 2011
Oct 2011	12 Sep 2011	23 Sep 2011	10–14 Oct 2011	11 Nov 2011
Nov 2011	10 Oct 2011	21 Oct 2011	7–11 Nov 2011	9 Dec 2011
Dec 2011	7 Nov 2011	18 Nov 2011	5–9 Dec 2011	13 Jan 2012
Jan 2012	5 Dec 2011	16 Dec 2011	16–20 Jan 2012	17 Feb 2012
Feb 2012	30 Jan 2012	10 Feb 2012	27 Feb–2 Mar 2012	30 Mar 2012
Mar 2012	27 Feb 2012	9 Mar 2012	26–30 Mar 2012	27 April 2012
Apr 2012	19 Mar 2012	5 April 2012	23–27 Apr 2012	25 May 2012
May 2012	23 Apr 2012	4 May 2012	21–25 May 2012	22 Jun 2012
Jun 2012	21 May 2012	1 June 2012	18–22 Jun 2012	20 Jul 2012
Jul 2012	11 Jun 2012	22 Jun 2012	9–13 Jul 2012	10 Aug 2012
Aug 2012	9 July 2012	20 July 2012	6–10 Aug 2012	TBC

3 Centre Approval

3.1 What is centre approval?

If you want to offer Functional Skills qualifications, you must first gain approval from OCR. Approval is subject to continued centre activity; if there are no entries 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 an 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.

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

If your centre requires an inspection 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 an inspection visit is required, we will contact you.

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 functionalskills@ocr.org.uk.

4 Entries

Key points

- For Functional Skills English, you must make unit entries for all three units of the assessment if you wish to claim the full award. However, you can make entries for each English unit for separate assessment windows if you wish. OCR will then automatically make a full qualification claim for you when all three units are achieved.
- If you would like to receive examination results for Functional Skills via EDI, you must make entries via EDI.
- To receive full award results via EDI, you must provide a UCI when making entries via EDI or Interchange.

4.1 What are 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.

Entry routes

There are two main routes for making entries:

- **Named entry** – This is where you provide specific candidate information (e.g. name and date of birth) for each qualification. In general, this is OCR's preferred entry route.
- **Unnamed entry** – This allows you to order a number of units 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.

Unit entries only

For Functional Skills qualifications, you make **unit entries only**. You do not make full award entries (as for many vocational qualifications) and you do not need to make certification entries in addition to the unit entries (as you do for general qualifications such as A Levels and GCSEs).

Functional Skills **ICT and Mathematics** qualifications are single-unit qualifications, so you just need to make an entry for 'Unit 1'.

Functional Skills **English** qualifications each consist of the following three units (you may also see these referred to as components):

- Unit 1: Speaking, Listening and Communication (SLC)
- Unit 2: Reading
- Unit 3: Writing.

You must make individual unit entries for all three units of the assessment. Candidates must pass all three units to achieve the qualification. Candidates can combine units from any level to make up a whole qualification; however, they will be awarded the qualification at the lowest level.

Example

A candidate completes the following English units:

- Unit 1: Speaking, Listening and Communication at **Level 1**
- Unit 2: Reading at **Entry 3**
- Unit 3: Writing at **Entry 2**

The candidate is awarded the following qualification:

- OCR Functional Skills qualification in English at **Entry 2**

4.2 Entry deadlines

Examination deadlines (Levels 1 & 2 ICT, Maths, English Reading and Writing)

Entries for the Levels 1 and 2 examinations should be made by the following deadlines:

Series	Entry window opens	Entry deadline
September 2011	8 August 2011	19 August 2011
October 2011	12 September 2011	23 September 2011
November 2011	10 October 2011	21 October 2011
December 2011	7 November 2011	18 November 2011
January 2012	5 December 2011	16 December 2011
February 2012	30 January 2012	10 February 2012
March 2012	27 February 2012	9 March 2012
April 2012	19 March 2012	5 April 2012
May 2012	23 April 2012	4 May 2012
June 2012	21 May 2012	1 June 2012
July 2012	11 June 2012	22 June 2012
August 2012	9 July 2012	20 July 2012

Internal assessment deadlines (Entry Level and Levels 1 & 2 English SLC)

Candidates can be entered for internally assessed units on an ongoing basis – there are no specific entry deadlines; however, you should allow the following time between making your entries and the first intended assessment for entries to be processed:

- **Unnamed entries** – Approximately ten working days.
- **Named entries** – Six to ten working days.

4.3 Entry fees

Details of the entry fees for Functional Skills 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 results have been issued. Please be aware that, even if entries for individual English units are made at the same time, invoices may be sent separately.

Querying a fees invoice

To query an invoice, please forward a copy of the invoice and supporting documentation (quoting your centre number and invoice number in all correspondence) to OCR Sales Ordering, Finance Division, OCR, 1 Hills Road, Cambridge, CB1 2EU. Alternatively, you can fax 01223 553048 or email creditcontrol@cambridgeassessment.org.uk.

4.4 Information required to make named entries

Qualification details

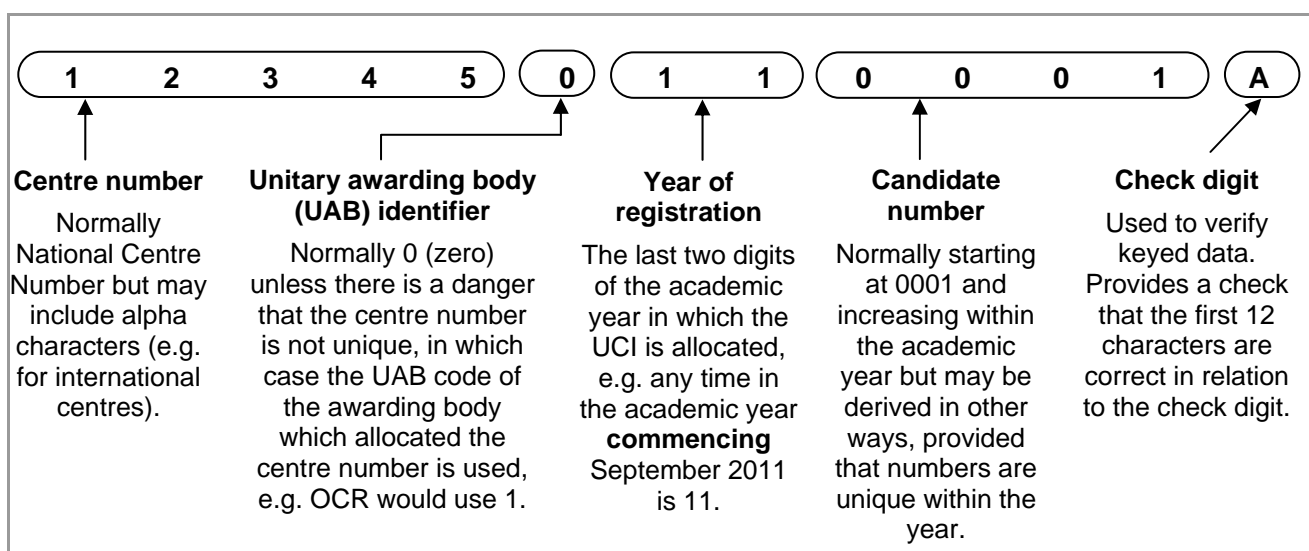
You should provide the entry codes for the qualification(s) you are entering candidates for. See Section 10 for entry codes.

Candidate personal details

You should provide candidate names and dates of birth. You should enter candidates under names that can be verified by the presentation of suitable identification, such as a birth certificate, passport or driver's licence. This ensures that there will be no delay or confusion when candidates subsequently present their results documentation to employers or tertiary institutions. Also, if candidates apply to OCR for additional or replacement copies of their results, they must be able to provide identification that matches the archived information.

Unique candidate identifier (UCI)

Though optional for Functional Skills, the UCI must accompany a candidate's entry if centres wish to receive internally assessed and full award Functional Skills results via EDI. Examination administration software packages will usually be able to generate UCIs. Please check with your software provider. The following diagram shows the components of a UCI:



Centre candidate number

An optional field for named qualifications, this number can be allocated by a centre if you wish to add an additional reference; it can be up to four digits long.

OCR candidate number

This is an eight-digit number allocated by OCR which allows candidates' units to be linked together when claiming for multiple units or full awards. For candidates entering for OCR qualifications for the first time, this should be left blank. If the candidate has a previous OCR candidate number, you should provide this to avoid additional numbers being generated.

Unique learner number (ULN)

The unique learner number (ULN) is a personal ten-digit number, which is essential for Functional Skills candidates. It is used to link the 14–19 Diploma component results together for Diploma certification. Where a ULN is included with an entry, OCR will check the ULN and candidate details with the Learning Records Service (LRS). Candidate details submitted to OCR need to match those held on the LRS exactly. If there are any differences, we will be unable to validate the ULN. This will not prevent your entries from being processed, but OCR will not be able to send Diploma component results to the Diploma Aggregation Service (DAS) until the ULN and candidate details held by OCR match the records held by the LRS.

For more information, and to generate a ULN, please refer to the Learning Records Service – Learner Registration area: www.learningrecordsservice.org.uk.

Order number

The order number will be quoted on your centre's invoice. It can be either an official order number or simply a reference, e.g. a teacher or tutor's name. It is good practice to provide an order number as this enables invoices to be matched to your entries easily. You can use the same order number for as many entry submissions as you wish.

4.5 Information required to make unnamed entries

Qualification details

For the unnamed route, you simply need to specify the number of entries that you would like for each entry code. See Section 10 for entry codes.

Order number

The order number will be quoted on your centre's invoice. It can be either an official order number or simply a reference, e.g. a teacher or tutor's name. It is good practice to provide an order number as this enables invoices to be matched to your entries easily. You can use the same order number for as many entry submissions as you wish.

4.6 Making entries via Interchange

There are two methods of entering candidates for Functional Skills: Interchange and EDI (see Section 4.7). If your centre is unable to make entries electronically, please contact the Customer Contact Centre.

Interchange is 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.

To make entries using Interchange, log in to the system, hover over 'Functional Skills' in the left-hand menu and then click on 'Make entries'. For named entries, in most cases, you have a choice: you can either upload a spreadsheet or use a web-based form.

Named entries: uploading a spreadsheet

This method is ideal if you have large numbers of candidates. Click on the spreadsheet link 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 described in Section 4.4 – 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.

Named 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.

First, click on the named web-based entry form link. All the qualifications for which you are approved will appear in the dropdown list. Select the **qualification** you require and click 'OK'.

Next, you need to select your **candidates**. You should select existing candidates rather than creating new ones; however, if you cannot find a candidate, you can enter their details. When searching for existing candidates, you can restrict the search to only show candidates added during a given time period, from 'today' to 'in the last five years'.

For examined units (Levels 1 and 2 English Reading and Writing, ICT and Maths) you will need to select a **series** from the dropdown list (see Section 4.2). For English SLC, you will need to select 'Annual 2012'; for Entry Level qualifications, 'Annual 2012' will be automatically displayed for you.

You then need to select an **option** (this is where you choose the relevant **unit**) from the dropdown list. For qualifications that only have one unit, this unit will automatically be displayed. Ensure that all the candidates are 'ticked' and then click 'Apply to selected'. Click 'Next' to review your entries and add an order number before clicking 'Submit entries'.

You can then make additional entries for the same candidates.

Unnamed entries: using a web-based form

To make unnamed entries, you use a web-based form. Click on the unnamed web-based entry form link. All the qualifications for which you are approved will appear in the dropdown list. 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.

4.7 Making entries via EDI

There are two methods of entering candidates for Functional Skills: Interchange (see Section 4.6) and EDI. If your centre is unable to make entries electronically, please contact the Customer Contact Centre.

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.icq.org.uk>.

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

NB If you would like to receive examination results for Functional Skills via EDI, you must make entries via EDI. To receive full award results via EDI, you must provide a UCI when making entries via EDI or Interchange (see Section 4.4).

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. 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*.

Unlike for general qualifications such as GCSEs and A Levels, please ensure that for Functional Skills you use the awarding body identifier of **72 (OCR Coventry Office)**.

Basedata for internally assessed units

Basedata for internally assessed units will be available to download from the OCR website for the whole year. The entries should come under the **September series**, 9F11 (where 9 denotes September, F denotes Functional Skills entries, and 11 represents the calendar year), which may need to be created within your management information system.

Basedata for examinations

The basedata is available to download from the OCR website from the entry opening date to the entry deadline for each series. The correct series code must be submitted in the entries file as shown below. Failure to include this code correctly could result in your entries being delayed.

Series	Basedata publication date	EDI series code
September 2011	8 August 2011	9F11
October 2011	12 September 2011	AF11
November 2011	10 October 2011	BF11
December 2011	7 November 2011	CF11
January 2012	5 December 2011	1F12
February 2012	30 January 2012	2F12
March 2012	27 February 2012	3F12
April 2012	19 March 2012	4F12
May 2012	23 April 2012	5F12
June 2012	21 May 2012	6F12
July 2012	11 June 2012	7F12
August 2012	9 July 2012	8F12

EDI entry codes

To make entries, the qualification scheme code without the leading zero is followed by the unit number. For example, the EDI entry code to make a unit entry for scheme 09865 (Functional Skills Maths Level 1), Unit 1, would be 986501. The EDI entry codes are provided in Section 10.

Who to contact if you experience problems with EDI entries

Each set of basedata includes a help file (.txt suffix) containing a description of the contents of the basedata and other helpful advice. Please consult this help file first if you have any queries.

Technical support for the examination software packages used by centres is not available from OCR; please contact your software supplier. However, if you have any queries relating to the receipt of entry files, please contact the Customer Contact Centre.

How to submit your EDI entry file to OCR

During 2011/12, a new system will be introduced which will allow centres to send EDI entries without using a third party carrier. More information can be found on the A2C website at <http://a2c.jcq.org.uk>.

Until you move to the new system, you will need to be signed up to one of the approved EDI carriers: AVCO, Redstone (formerly DIALnet) or RM. Upon installation of the software, instruction on the use of the application will be issued and should be referred to for guidance.

AVCO Systems Ltd

Software: ExamService
 Tel: 01753 213700
 Fax: 01753 213701
 Email: examsupport@avcosystems.com
 Website: www.avcosystems.com/Products/ExamCentre

Redstone Managed Solutions Ltd

Service: webXchange
 Tel: 0845 200 2000 (Support)
 Fax: 0845 2010 271
 Email: sales@webxchange.co.uk
 Website: www.webxchange.co.uk

RM

Service: RM SecureNet
Tel: 08453 077 855 (Technical Support)
Email: support@rm.com
Website: www.rm.com/support

Submitting additional entries via EDI

Once you have sent your first EDI entry file, any additional entry files must be sent as **amendment** files. It is possible to send EDI amendment files with:

- Entries for new candidates
- New entries for existing candidates.

However, you **must not** send changes to candidates' **personal details** or changes to candidates' **existing entries** via EDI (see Section 4.8).

Acknowledgements of EDI files

Once OCR has downloaded your entry or amendment file, you will receive an acknowledgement in your EDI inbox. An acknowledgement does not mean that the file has been successfully loaded to our system as, at this point, no validation checks have been performed.

4.8 Amending or withdrawing entries

If you need to update candidates' personal details, e.g. name or date of birth (see Section 4.4), you can make the changes via Interchange. 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.

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

5 Access Arrangements, Exemptions, Special Consideration and Transfers

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.

Where a centre has approval from Access arrangements online for an access arrangement for a GCSE or A Level candidate, this permission will now extend to Functional Skills qualifications.

Levels 1 and 2 English Reading and Writing

For the Reading component, a scribe is permitted but a reader is not permitted. For the Writing component, a reader is permitted but a scribe is not permitted.

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

- Apply to the 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*.

Modified papers

If you require modified papers as part of an access arrangement or reasonable adjustment, you must make applications for Braille question papers and all other modified papers at least **ten weeks** before the chosen test window.

5.2 Exemptions

In Functional Skills English, candidates who are unable to access part of the assessment, even after exploring all possibilities through reasonable adjustments, may be eligible for an **exemption** and an award based on the parts of the assessment they have taken. Candidates can be exempted from up to two of the three units. (Such an arrangement does not apply to Functional Skills ICT and Mathematics qualifications, as these qualifications consist of only one unit.)

To apply for an exemption, please complete the JCQ form, Application for an Exemption, which can be downloaded from the JCQ website. Forms should be sent to the Special Requirements Team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

5.3 Special consideration

Special consideration is a post-assessment adjustment reflecting temporary injury, illness or other indisposition at the time the assessment was taken.

Where an assessment has been missed, 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 was affected at the time of the assessment by a particular condition
- Any part of the assessment is missed.

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 (JCQ/SC/Form10), which can be downloaded 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 booklet, *Access Arrangements, Reasonable Adjustments and Special Consideration*.

5.4 Transfers – components achieved with other awarding bodies

For Functional Skills English qualifications, it is possible to use units achieved with another awarding body to contribute to an OCR award.

Candidates who achieve Functional Skills English units with another awarding body can transfer them in exceptional circumstances and complete the Functional Skills English qualification.

To apply, please send the application form, Application for the transfer of Functional Skills English components (A124), which can be downloaded from the OCR website, to the Special Requirements Team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

6 Internal Assessment Arrangements

This section applies to Levels 1 and 2 English Speaking, Listening and Communication (SLC) and all Entry Level assessments. (For Levels 1 and 2 examinations, see Section 7.)

Please be aware that the administration for Functional Skills internal assessments differs from the pilot, so this section must be read carefully. It must also be read in conjunction with the JCQ *Instructions for conducting coursework*.

6.1 Assessment

The assessments within this section can take place at any time.

Information about how the assessment for each qualification should be conducted can be found in the centre handbooks and the guidance for conducting Speaking, Listening and Communication, which are available to download from the OCR website. Recording documents and assessor observation records are also available from the OCR website.

All assessment materials that learners are required to complete will be available to download from our secure extranet, Interchange.

Once the assessment has been conducted and the candidate work has been marked by the centre, a claim should be made and then the candidate work sent by post to be moderated remotely by an OCR examiner-moderator. Information about making a claim and submitting work is provided in the sections below.

6.2 Certification claims

Once the assessment is complete, you need to make a claim in order to obtain the certification. There are two steps in this process. Step 1 is to submit an online claim and step 2 is to submit work to the OCR examiner-moderator.

There are no specific deadlines for making certification claims; however, it is important only to make claims when you are confident that the requirements for the unit have been met. Under no circumstances must claims be submitted unless, in the final opinion of the centre, the work meets the requirements for certification.

You should submit the claim **at least two weeks** before you expect the examiner-moderator to review your candidates' work. You should have been sent details of your OCR examiner-moderator on receipt of your entries. If you have not received these, please contact the OCR Customer Contact Centre.

Centres **must** clarify any assessment queries with OCR **before** making claims for centre-assessed work. The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.

6.3 Making a claim

Certification claims for Functional Skills qualifications are made online via Interchange. You will need either the Centre Administrator or Tutor/Teacher role to access this area. You can only create a claim if entries have previously been made for that qualification (see Section 4).

To get started, log in to Interchange, hover over 'Functional Skills' in the left-hand menu and then click on 'Make Functional Skills claims'. You will then be able to see a list of all the vocational qualifications for which you have approval and the status of any claims being made.

You can only start a new claim for a particular qualification if all previous claims for that qualification have been submitted. To start a claim, click 'Create' next to a qualification title.

Adding your assessment personnel

The first time you create a claim for each qualification, you will need to set up your **centre assessors**. These are the people **within your centre** who will be marking the assessment. NB This is **not** the OCR examiner-moderator.

Type the centre assessor's full name and initials in the boxes provided. Up to four initials will be accepted and these should be unique within your centre.

Adding candidates

There are two ways to add candidates to a claim:

- **Named entries** – If you made named entries, you will see a list of all eligible candidates once you click to create a claim. Click on 'Create new' next to each candidate's name to add them to the claim.
- **Unnamed entries** – You will be shown how many unnamed units are available. This number will decrease when claims have been submitted.

You will need to build up a list of candidates. If OCR already knows about a candidate (perhaps from a different qualification), you can search for their details. You must do this before you input new details. If you still cannot find a candidate, you will need to enter their details; you must provide surname, forename, date of birth and gender.

In addition, if you want achievements to be available for a 14–19 Diploma or other lifelong learning, please provide the unique learner number (see Section 4.4).

Editing the online claim

You can build up claims over a period of time. As long as you do not submit the claim, you can keep adding to or editing an existing claim by clicking 'Edit' next to the qualification title or the candidate name.

Remember to save your additions before leaving each page. If you cancel or do not save a specific candidate claim, all the details you have entered will be lost – this includes candidate details if this is a new claim for a new candidate for an unnamed entry.

Adding units to a claim

The claim will show you all the units that are available in the qualification selected. For Entry Level English, three units will be displayed. For Entry Level ICT and Maths (single-unit qualifications) and Levels 1 and 2 English (where Speaking, Listening and Communication is the only unit that can be claimed), the one unit available to claim will be displayed.

When adding a unit to a claim you have to select the grade the candidate has achieved. Functional Skills qualifications are graded 'Pass' or 'Fail'. We recommend you do not submit a claim if a candidate has failed. To add a unit, select the centre assessor from the dropdown list and click in the 'P' (Pass) column. If you have only entered one centre assessor, you will see that name pre-populated for every unit being claimed.

Where a previous claim has been made for a candidate, the claim will show those units as achieved.

For English qualifications, which have three units, you can claim all of the units at the same time or just some of them. If you only claimed some units, you can return to this claim and continue to add units as they are achieved. The full award will be issued automatically as soon as all the criteria have been met. For ICT and Maths, which are single-unit qualifications, you claim the unit (and then the full award is issued).

If you made unnamed entries and want to claim more units for a candidate (having already started a claim for this candidate), you can return to this claim as though it is a named candidate; the candidate will appear on your list of candidates for you to edit or add to a subsequent claim.

Every unit you submit will decrease the total of your available unnamed unit purchases. If this gets low, you may need to make more unnamed entries before you can complete a claim.

Editing candidates on a claim

If you put the wrong candidate on the claim, remove all unit claims made for that candidate to remove the candidate.

Submitting a claim

When you have included all the relevant candidate achievements, you can submit a claim by clicking on the 'View claim' button on the claim. Please check your claim carefully before you submit. **You will not be able to amend any of the contents once it has been submitted.**

Please check that the email address shown for you is correct. You can edit it here but it will not be a permanent change. If your address has permanently changed, you should ask your Centre Administrator to update your Interchange profile.

When you click to submit the claim, you will see a message to confirm your claim has gone to the allocated OCR examiner-moderator. The OCR examiner-moderator will then receive an email to let them know that claims have been made.

Viewing claims

You can see the claim you are making at each stage of the process as well as after certification. To view all submitted claims, hover over 'Functional Skills' in the left-hand menu and then click on 'View claim history'. You can check the whole claim or export the claim for your own records. The claim will stay available on Interchange for 12 months. At each stage of the process, the claim will show a different status:

Status	Comments
Submitted	The claim has been submitted to your examiner-moderator. It can no longer be edited.
Finalised	The claim has been revised/confirmed by the examiner-moderator. This will only appear for a short time.
Processed	The claim has been sent to OCR and results should appear on Interchange in approximately 48 hours.

6.4 Submitting candidate work following an online claim

As soon as you have submitted your claim online, you need to send the candidate work (for all of the candidates for whom you have made a claim) to your examiner-moderator. You should have been sent details of your OCR examiner-moderator when you made your entries.

Centres **must** internally assess and internally standardise all candidate work before submitting final versions of the assessment to OCR.

Once candidates are ready to submit work, centres should complete and return the following to the examiner-moderator:

- **Candidates' work**, including any completed resource sheets required for the assessment. We are unable to return candidate work to centres, so you may wish to take a copy before submitting evidence.
- **Assessment record form and assessment front sheet** – These can be downloaded from the qualification pages of the OCR website; one per candidate should be completed.
- For Levels 1 and 2 English SLC, **observation records**, which can be downloaded from the OCR website, must be completed as well as an assessment record form and assessment front sheet for each candidate.
- **Centre authentication form (CCS160)** – These can be downloaded from the OCR website; one per submission per qualification should be completed, as shown below.

OCR
RECOGNISING ACHIEVEMENT

Centre Authentication Form

OCR Entry Level, GCSE, GCE, Functional Skills, Principal Learning and Project

One copy of this form must be completed for each internally assessed unit or component and signed by the appropriate person(s). The completed form must accompany examined coursework submissions or in the case of moderation the MS1 or centre generated equivalent submitted to the moderator.

It is a requirement of the Code of Practice that this authentication form is signed.

Authentication of candidates' work – Internal assessors must be able to present upon request a written declaration authenticating the candidates' work and confirming they are satisfied the work produced is solely that of the candidate concerned'

Centre Name Centre No

Specification or Unit title

Qualification or Unit number/component code

Examination Series Year

Moderated unit (Please tick box if yes) → In this case this form must accompany the MS1 or centre generated equivalent submitted to the moderator

Examined unit (Please tick box if yes) → In this case this form must accompany the packet of coursework that is posted to the examiner or assessed by the visiting examiner

Accredited Centre (Please tick box if yes) → If your centre is accredited for this specification and are not part of the random sample, this form must be sent to Data Capture, OCR, 1 Hills Road, Cambridge, CB1 2EU

Signature(s) of internal assessor(s) – i.e. person(s) responsible for carrying out internal assessment and/or supervision (in the case of examined coursework) of work:

I/We the undersigned confirm that the candidates' work was conducted under the required conditions as laid down by the specification and OCR additional guidance on coursework/controlled assessment.

I/We confirm, where necessary, that internal standardisation has been carried out before the marks were submitted to OCR.

Signature:..... Print name:.....

Signature:..... Print name:.....

Signature:..... Print name:.....

Please continue on a separate sheet if required.

In order to support internal assessors in authenticating their students' work an example of a standard Candidate Authentication Statement is provided on the OCR Website (www.ocr.org.uk). Alternatively centres may wish to continue to use their own internal arrangements for candidate authentication, but these must provide equivalence to the standard Candidate Authentication Statement.

Notes

In the case of private candidates or distant tutored candidates, the centre must ensure that:

- the tutor/teacher has acquainted themselves thoroughly with the general standard of candidates' work before accepting coursework for Internal Assessment. Work submitted by candidates that is atypical or inconsistent with their general standard may raise concerns over authenticity.
- sufficient on-going regular monitoring of the candidates' examination coursework has taken place and where appropriate the required controlled assessment requirements have been met.
- Centres are reminded that they must comply with restrictions that may apply to entries e.g. the exclusion of private candidates from a specification.

CCS160 Revised September 2010 Centre Authentication Form

Oxford Cambridge and RSA Examinations

We recommend that centres use a secure form of delivery, e.g. Parcelforce, to send the candidate work to their allocated examiner-moderator. We cannot take responsibility for any work lost in transit.

6.5 Processing an online claim

Your OCR examiner-moderator will confirm or edit the claim as appropriate. They will then send it to OCR to process. You will get an email to say the claim has been sent to OCR and you can view the actual claims sent from the 'View claim history' menu item (look for Finalised/Processed statuses in the status column).

7 Examination Arrangements

This section applies to the following OCR Functional Skills qualifications (qualification code shown in brackets):

- ICT Level 1 (09876)
- ICT Level 2 (09877)
- Mathematics Level 1 (09865)
- Mathematics Level 2 (09866)
- English Reading and English Writing Level 1 (09498)
- English Reading and English Writing Level 2 (09499).

For ICT and Maths, there will be one test at each level for each testing window. For English, there will be one test for Reading and one test for Writing at each level for each testing window.

(For Entry Level and Levels 1 and 2 English Speaking, Listening and Communication, see Section 6.)

7.1 Centre responsibilities

When offering Functional Skills external tests, centres must undertake certain responsibilities to ensure the proper conduct of examinations and should follow the JCQ *Instructions for conducting examinations*. OCR Functional Skills tests are subject to the JCQ inspection process.

OCR's Functional Skills external tests are available within a five-day (Monday–Friday) testing window. As the JCQ *Instructions* are written mainly with timetabled examinations in mind, this section provides guidance to help you apply the *Instructions* in the context of a testing window.

7.2 Teaching during a testing window

It is very important for the integrity of these qualifications that learners do not gain an unfair advantage, or are not disadvantaged, because of when they take their test within the window. Teaching of the Functional Skills programme of learning must, therefore, be suspended during the testing window for any learners taking the test during the testing window (any learner not taking the test in the window can still be taught). It is the responsibility of the Head of Centre to ensure that teaching staff are aware that teaching must be suspended.

7.3 Security of the test material

Once you have made your entries, you will be sent test papers and materials approximately one week before the testing window. Please note that hard copy attendance lists will not be sent to you; these can be printed from our secure extranet, Interchange, for use in the exam room. Attendance lists must be submitted online via Interchange (see Section 7.9).

Assessment material is highly confidential and should be secured as per the JCQ *Instructions*. It is the responsibility of the Head of Centre to ensure that the security of the examination(s) is maintained at all times. Please see section 1 of the JCQ *Instructions* for more information.

All question papers must be accounted for and held securely by the centre until the end of the testing window. Copies may not be issued to anyone, including teaching staff, during the window.

7.4 Timetabling of tests

Once entries have been made for a series (see Section 4), Levels 1 and 2 English Reading and Writing, Mathematics and ICT assessments must take place during a five-day testing window. Centres are responsible for timetabling Functional Skills tests. It is also the centre's responsibility to inform candidates of the date and time of their test(s).

Tests can be conducted at any time within the testing window (i.e. tests can only begin after midnight of the first day of the testing window (normally 00.00 Monday morning) and must be completed by midnight of the last day of the testing window (normally 00.00 Friday night)).

Testing windows for 2011/12 are as follows:

Series	Testing window
September 2011	5–9 September 2011
October 2011	10–14 October 2011
November 2011	7–11 November 2011
December 2011	5–9 December 2011
January 2012	16–20 January 2012
February 2012	27 February–2 March 2012
March 2012	26–30 March 2012
April 2012	23–27 April 2012
May 2012	21–25 May 2012
June 2012	18–22 June 2012
July 2012	9–13 July 2012
August 2012	6–10 August 2012

If you have a large number of candidates, the testing window gives you the flexibility to spread the tests over five days. It also allows you to accommodate your centre's and individual candidates' needs. For example:

- You can timetable tests back-to-back and hold tests for more than one qualification on the same day.
- Candidates can take tests for more than one qualification and at more than one level within the same testing window.

Please note: Candidates cannot re-sit a test within the same testing window, i.e. they cannot take the same test twice.

Learners can complete the Functional Skills units that are internally assessed (English SLC and all Entry Level assessments) **at any time**. See Section 6 for details of how to conduct internal assessments.

7.5 English tests (Reading and Writing)

English Reading and Writing tests consist of scenario-based questions and take place under examined conditions.

Test duration

- At Level 1, 50 minutes for Reading and 50 minutes for Writing.
- At Level 2, 55 minutes for Reading and 55 minutes for Writing.

Resources permitted for candidates in the examination room

- A pen with black ink **or** access to a computer and printer to print out their responses, which should be firmly attached to the answer booklet.
- For the Reading and Writing tests, candidates may use a dictionary and spell/grammar check facilities.

Instructions specific to managing a five-day window

Where a candidate is entered for both the Reading and Writing tests, they can:

- Sit the papers one after the other within the same testing window, in any order, **or**
- Sit the papers at different times/dates in the same testing window, **or**
- Sit the papers in different testing windows.

Points to note:

- The invigilator should ensure that the candidate has each paper available to them for only the time allowed for that paper.
- If candidates are sitting both papers together, one paper must be collected at the end of that paper's allowed time before the next is given out.
- It is the responsibility of the invigilator to ensure that the candidate is not allowed more time per test than the time identified on the front of the question paper.
- Where candidates are permitted to use a dictionary, spell check or grammar check facility, the invigilator should ensure that no assistance is given in using these resources.
- An appropriate warning should be given to candidates when the time available for a test has expired.

The question papers for each test are packaged to include all of the necessary materials required to take each test exclusively within the testing window.

At the end of the test

For candidates who have typed their responses using a computer, printing may be carried out after the time allocated for the test.

Candidates **must** check that their name appears on **every** printout. Printouts must be inserted into the answer booklet in the correct order and handed to the supervisor. Candidates can handwrite their name on each printout.

7.6 ICT tests

ICT tests consist of practical tasks using a computer and take place under examined conditions.

Test duration

The test is 2 hours at both Levels 1 and 2. Each test is divided into two parts (which must be taken in one sitting as one test):

- Part A – 15 minutes
- Part B – 1 hour 45 minutes.

Resources permitted for candidates in the examination room

Candidates will need access to a computer, a printer and the Internet. Candidates will need a pen with black ink.

Use of data files

Centres are required to download ICT data files for Functional Skills Levels 1 and 2 ICT tasks. These data files will be needed by candidates taking the ICT assessments. Candidates can use a variety of software applications to carry out these tasks. We will provide the data required for tests in the following formats:

- Microsoft 1997–2003 document (.doc)
- Text files (.txt)
- Image files are supplied as .jpg
- Video clips are supplied as .mpg, .mp4 and .wmv
- Sound clips are supplied as .mp3

Data files will be available on the OCR website approximately three weeks before the start of the relevant testing window and you must download them to your centre's local network before the test. The data files will be located in the 'Pre-release materials' section of the relevant ICT Functional Skills web page at www.ocr.org.uk/qualifications/type/fs_2010/ict/.

Please note: For the July 2012 testing window, the data files will be available on the OCR website approximately **two weeks** before the start of the testing window.

If you have difficulties downloading the data files or making them available to candidates in a suitable format, please email us at functionalskills@ocr.org.uk.

If you are not able to open the zipped file then you should right-click (PC) or ctrl-click (Mac) on the link to the data file and choose the option 'Save target as', saving the zip file onto your local network.

If you are a Mac user, and are having problems with accessing the zip files, the Stuffit Expander can be used. This software is free to download from <http://my.smithmicro.com/mac>.

Centres must ensure that the data files are in a format that suits how their candidates have been prepared. For example, candidates can copy and paste the data provided in Microsoft Word into a spreadsheet application so that they can process numerical data, display numerical data in a graphical format and/or enter, search, sort and edit records. However, some database applications do not allow this facility and candidates will need to import the data from a text file. The data files must not be amended by centres (e.g. converted to different programme formats).

It is the centre's responsibility to ensure that the data files are saved in a place that is accessible to each candidate to work with during the test. The files **may** be provided **by OCR** in a folder structure (e.g. two folders, both containing files). **If provided in a folder structure**, the files must be presented to the candidate in this format.

Candidates will have to copy and paste or import the data provided into appropriate software applications that they have selected during the test, to carry out the tasks set. It is the centre's responsibility to ensure that candidates are prepared to do this.

Centres **must not** use these data files with candidates as test practice before the examination, as this would constitute malpractice (see Section 7.10).

During the test

The test is divided into two parts – Part A and Part B. Both parts must be taken in one sitting as one test, but candidates must start with Part A.

Where a question requires a written response, space is provided. Candidates may word process their answer and provide a printout. Word processed answers must be numbered correctly, e.g. '2c'.

For Part A:

- Candidates must be given the Part A Task and the answer booklet only.
- Space has been provided in the Part A booklet for candidates to write their answers but answers may be word processed if preferred. Candidates must ensure that each answer is numbered correctly (e.g. '2c').
- The candidate will require access to the Internet. Candidates may be required to save or print out information they have found on the Internet that they will then use as part of the Part B task(s).
- At the end of the 15 minutes allowed for Part A, the centre should disable the Internet before the Part B task and answer booklet are given out. The candidate should keep their work from Part A.
- When the Internet has been disabled, the candidate can be given Part B of the test.

For Part B:

- Candidates must not have access to the Internet during the time allowed (1 hour 45 minutes) for Part B. Candidates should not be able to send or receive emails but **must have access to email software** (such as Outlook or Outlook Express) so that they can demonstrate their ability, for example, to organise attachments when sending an email.
- **For Level 2 only:** Candidates should be given the Part B resource booklet at the same time as the Part B task and answer booklet.
- Candidates must use data provided by OCR. Candidates should not have access to the data files after printing has been carried out.

At the end of the test

Part A and Part B task and answer booklets should be collected. The Part A and Part B task and answer booklets for each candidate must be kept together when sent to the examiner.

Printing may be carried out after the time allocated for the assessment.

Candidates must check that their name appears on **every** printout. Printouts must be inserted into the answer booklet in the correct order and handed to the supervisor when both Part A and Part B of the test have been completed. **Printouts without a name will be awarded no marks.** Candidates can handwrite their name on each document.

7.7 Maths tests

Maths tests consist of scenario-based questions and take place under examined conditions.

Test duration

The test is 1 hour and 30 minutes at both Levels 1 and 2.

Resources permitted for candidates in the examination room

- Pen with black or blue ink
- Calculator (details of the type of calculator allowed can be found in the JCQ *Instructions for conducting examinations*)
- HB pencil
- Eraser
- Ruler graduated in centimetres and millimetres.

During the test

- There is no choice of questions in either paper at Level 1 or 2.
- Learners should write in blue or black ink; pencil will not be accepted (except for diagrams).
- The answers must be written in the spaces provided on the test paper.

7.8 Submitting materials for marking

The completed answer booklets must be securely sealed and returned to OCR using the examiner labels provided. If you require replacement examiner labels, please request them via OCR Operations at keyskillsopsteam@ocr.org.uk.

There is no need to wait until the end of the assessment window to return the answer booklets. You can return them daily if you have timetabled your candidates across the five-day window. **All** candidate scripts must have been returned to the OCR examiner by the next working day after the last day of the testing window.

Answer booklets must not be marked by the centre or feedback given to candidates. No reworking of any part of the test is allowed once the test has been completed.

Responsibility for the candidates' work remains with the centre until it is received by the OCR examiner. Work should be sent by a traceable method, e.g. Parcelforce.

All used question papers must be returned to OCR. All unused question papers must be returned to OCR with the completed scripts or destroyed. Unused papers **must not** be used as past papers for teaching or examination practice.

7.9 Attendance lists

Attendance lists for OCR's Functional Skills assessments must be submitted online via Interchange **on the day of the assessment**.

Note: where multiple test sessions are scheduled across a particular five-day testing window, the attendance list must be submitted **on the final day of the testing window**.

Viewing and printing the attendance list before the assessment

To view your attendance list, log in to Interchange, hover over 'Functional Skills' in the left-hand menu and then select 'Complete attendance lists'. Select the relevant series from the dropdown list and choose the relevant qualification.

If you made **named entries**, a list of all candidates that you have made entries for in that assessment series will appear.

If you made **unnamed entries**, a blank line will appear for each entry made. To input candidate details before the assessment, click on the 'Update' button and then the 'Unnamed' tab. Fill in the candidate details in the boxes provided. Please ensure that you input the candidate details in UPPER CASE. Click 'Save' when you have finished adding the candidate details.

You can print an attendance list to use as the attendance register during the assessment week. Just click 'Print' to print the list. This printed version is for your records only and can be used to mark candidates present/absent at the time of the assessment. It **should not** be returned with the completed question papers.

Updating the attendance list after the assessment

Log in to Interchange, hover over 'Functional Skills' in the left-hand menu and then select 'Complete attendance lists'. Select the relevant series from the dropdown list and choose the relevant qualification. Click on 'Update'. NB The 'Absent' column will be pre-populated with 'False' (which means that the candidate was present) until you update the attendance list.

- **Named entries** – If you have submitted named entries, click on the 'Named' tab. The candidate names will be displayed on the list. If the candidate was absent, tick the 'Absent' box. Enter the date the candidates sat the exam in the 'Date Attended' column. If all the candidates sat the exam on the same date, you can pre-populate this date.
- **Unnamed entries** – If you have submitted unnamed entries, click on the 'Unnamed' tab. Fill in the candidate details in the boxes provided (if this was not done prior to the test). Tick the 'Absent' box for each unused entry and for any candidates whose details were entered prior to the test but who were not present for the test. Each unused entry must have the 'Absent' box ticked before the attendance list is submitted. Enter the date the candidates sat the exam in the 'Date Attended' column.

Entry fees will apply for any absent candidates, including unused unnamed entries.

Adding 'pirate' candidates

If you made named entries, you may have additional candidates who took a Functional Skills test but were not listed on the attendance list because an entry was not made for them. These candidates, who take the test without an entry, are known as 'pirate candidates' and can be added to the attendance list after the test.

To add pirate candidates, click on the link 'Click here to add additional candidates', enter the total number of candidates and click on the 'Add Candidates' button. Then fill in the candidate details in

the boxes provided. Please ensure that you input the candidate details in UPPER CASE. Click 'Save' when you have finished adding the candidate details.

Adding candidates to the attendance list will automatically create an entry for them. However, this functionality is designed to allow you to add a few additional candidates who take a Functional Skills test unexpectedly; **it must not be used** to add entries for whole cohorts of candidates. If you have missed the entry deadline for a particular series, please call the OCR Customer Contact Centre to discuss your options.

Submitting the attendance list

Once you have marked any candidates as absent and entered the test dates, you should then click 'Submit' to send your attendance list to OCR. Once you have submitted the attendance list, it is not possible to edit it or add further candidates. **You must submit the online attendance list on the day of the assessment** (or on the final day of the testing window if multiple test sessions are scheduled across a particular five-day testing window). Late submission of the attendance list may delay the issue of your candidates' results.

7.10 Malpractice

The Head of Centre must report all cases of suspected or actual malpractice in connection with the examination, including by invigilators, as soon as possible to OCR. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk. The Head of Centre has the authority to remove a candidate from the examination room, but should do so only if the candidate would disrupt others by remaining in the room.

If candidates commit malpractice, OCR may decide to penalise or disqualify them. For more details, please see the JCQ *Suspected Malpractice in Examinations and Assessments* together with the OCR *Malpractice Procedures – A Guide for Centres*.

7.11 Summary of differences in the JCQ *Instructions*

This section provides a summary of the differences between the JCQ *Instructions for conducting examinations* and how the OCR Functional Skills tests must be conducted. The instructions described in this document will either be additional to the JCQ *Instructions* or replace them.

JCQ <i>Instructions</i> section title	Section no	Additions or exceptions to JCQ <i>Instructions</i> for Functional Skills five-day testing window
1 Keeping question papers and other examination materials secure	1.9	Within the testing window, centres will set times for tests. Packets of question papers must be opened no earlier than one hour before the first test in the testing window.
2 Timetabling of examinations	2.1	Tests can only take place from midnight on the first day of the testing window (generally 00.00 Monday morning) and must be completed by midnight on the last day of the testing window (generally 00.00 Friday night).
	2.2, 2.4, 2.5, 2.7, 2.8	Candidates who are taking tests must be supervised in the exam room; however, candidates who will be taking or who have already taken a test within a testing window do not have to be supervised before and after their test(s).

JCQ <i>Instructions</i> section title	Section no	Additions or exceptions to JCQ <i>Instructions</i> for Functional Skills five-day testing window
	2.4	Candidates can only sit a test once within the testing window.
	2.6, 2.7, 2.8, 2.9	Functional Skills tests must be taken only within the published dates for the testing window.
6 Invigilation arrangements	6.1	Invigilators must be familiar with the JCQ <i>Instructions</i> and OCR instructions for conducting Functional Skills tests.
10. Starting the examination	10.1, 10.2, 10.3	Invigilators must remind candidates that they should not discuss the contents of their test(s) with anyone before the end of the testing window.
11 Supervising the candidates		Candidates who are taking tests must be supervised in the exam room; however, candidates who will be taking or who have already taken a test within a testing window do not have to be supervised before and after their test(s).
12 Candidates who arrive late		<p>Candidates who are not able to start a test at the time scheduled by the centre can take the test at another time and date within the testing window, provided that they will finish their test before 00:00 on the last day of the window (normally Friday night). Alternatively, their test can be rescheduled for another testing window.</p> <p>Candidates who have been offered another date/time for the test within the original testing window must be reminded that they must not engage with any unfair or dishonest practice that would result in them having an unfair advantage over another candidate.</p> <p>Centres are responsible for communicating their approach to dealing with late arrivals for Functional Skills tests to staff, invigilators and candidates.</p>
14 Leaving the examination room	14.9	<p>All used Functional Skills question papers must be returned to OCR with the completed answer booklets.</p> <p>All unused Functional Skills question papers must be returned to OCR or destroyed. If returning to OCR, please include the unused papers with your completed answer booklets.</p>
23 Supplements		<p>Checklist for invigilators (for written examinations)</p> <p><i>Before the examination</i></p> <p>Invigilators should remind candidates that they must not talk about the content of the test(s) until the testing window has closed.</p> <p><i>After the examination</i></p> <p>Invigilators should remind candidates that they may not take used or unused question papers from the exam room. Used and unused question papers should be collected by the invigilator before candidates leave the exam room.</p>

8 Results and Certification

8.1 Issuing unit results

Internal assessments

You will receive the following hard copy results for Entry Level qualifications and Levels 1 and 2 English Speaking, Listening and Communication:

- **Control report** – This lists all units submitted for moderation.
- **Centre feedback report** – This is a brief report by the examiner-moderator on the internal assessment of candidates' work. To view the electronic version of the report, log in to Interchange, hover over 'Centre information' and then click on 'Examiner-moderator reports'.

You should expect to receive these **hard copy** results up to 35 working days after submitting your work to the examiner-moderator. Results will also be available via **Interchange**, no matter how you made your entry.

Internally assessed unit results will be issued via **EDI** as long as you provide a UCI when you make your entries (via either EDI or Interchange). EDI results are issued on a monthly basis, as shown below. The results file will contain the previous month's results and you can download them into your system at any time. The results will be imported into your current September series (9F11).

Results issued between	EDI results issue date
1–30 September 2011	7 October 2011
1–31 October 2011	11 November 2011
1–30 November 2011	9 December 2011
1–31 December 2011	13 January 2012
1–31 January 2012	17 February 2012
1–29 February 2012	30 March 2012
1–31 March 2012	27 April 2012
1–30 April 2012	25 May 2012
1–31 May 2012	22 June 2012
1–30 June 2012	20 July 2012
1–31 July 2012	10 August 2012
1–31 August 2012	TBC

Examinations

You will receive the following hard copy results for Levels 1 and 2 English Reading and Writing, ICT and Maths examinations:

- **Control report** – This lists all results (including units passed and failed). It also includes F* and F(n) reporting:
 - F* shows a candidate who has scored between 0 and 5.
 - F(n) shows a candidate who has scored within four/five/ten marks of the pass mark for English/Maths/ICT respectively.
- **Results slips** – These are provided for those candidates who fail the tests (they are not provided for candidates who achieve the tests).

Results will be issued electronically on the dates shown in the table below (centres will only receive EDI results files if entries were made via EDI). Hard copy results will follow shortly afterwards.

Series	Results available via EDI and Interchange
September 2011	7 October 2011
October 2011	11 November 2011
November 2011	9 December 2011
December 2011	13 January 2012
January 2012	17 February 2012
February 2012	30 March 2012
March 2012	27 April 2012
April 2012	25 May 2012
May 2012	22 June 2012
June 2012	20 July 2012
July 2012	10 August 2012
August 2012	TBC

We will not send out any other paper results (i.e. statement of results) before the certificate. If you require a formal statement of results for English, please email your request to statsrequests@ocr.org.uk. Please allow four weeks for your request to be processed.

8.2 When will full award results and certificates be issued?

For **English**, once candidates have successfully completed the required number of units, the centre will be sent a full award certificate and results will be available via Interchange. If candidates have achieved any of the units with exemptions (see Section 5.2) and/or with another awarding body (see Section 5.4), this will be indicated within Interchange as follows:

- OCR Level x in FS English – with exemptions
- OCR Level x in FS English – with units achieved with another awarding body
- OCR Level x in FS English – with exemptions and with units achieved with another awarding body.

For **ICT and Maths**, which are single-unit qualifications, full award certificates will be issued as soon as the assessment or test has been successfully completed.

Full award EDI results are issued monthly, as described for centre-assessed units in Section 8.1.

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

For English qualifications, achievement is positively reported on the full award certificate, i.e. any units which are not completed due to exemptions (see Section 5.2) will not appear on the certificate.

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 of a certificate renders it invalid and may result in its withdrawal by OCR.
- 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 in a confidential manner. Centres that do not have a means of destroying certificates confidentially 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.

8.4 Replacement certificates

For Functional Skills qualifications, OCR can provide a replacement certificate in the following cases.

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 for details of these fees. 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 be 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 for details.

Requests for name corrections

Although it is not possible to change names on certificates (see Section 8.3), requests to correct spelling mistakes can be made by the centre or the candidate in writing. The request must be sent 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 for details.

9 Post-Results Services

9.1 Missing or incomplete results

If a candidate's work was submitted, but no result or certificate is received, please contact the OCR Customer Contact Centre.

9.2 Enquiries about results

Available services

- **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 (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.
- **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 produced 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 produced 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.

- **Post-results review of moderation** – The original moderation is reviewed to ensure that the required assessment criteria have been fairly, reliably and consistently applied. This service should only be used when the centre disagrees with the moderator’s comments. In all other cases, suggestions for improvements will be included on the centre feedback report. It is important that the centre carries out these improvements before submitting further work.

Submitting enquiries about results

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

Before submitting a request, it is good practice for centres to obtain consent 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. 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 without report** – Within four to six weeks of OCR receiving the request.
- **Post-results review with report** – Within four to six weeks of OCR receiving the request.
- **Post-results review of moderation** – Within 40 calendar days of OCR receiving the request. You will receive a report produced by the moderator providing feedback on the re-moderation. This feedback may be similar to that provided following the original moderation.

Cancelling enquiries about results

Once you have submitted an enquiry about results, if you wish to cancel it, you should fax a written confirmation of your request to the Result Enquiries Team on 01223 553639. We will then contact you to confirm whether or not your request has been accepted. If a post-results review has already begun, an enquiry cannot be cancelled. If a cancellation is accepted, a cancellation fee of 50% of the original fee will be applied.

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 grade does not change. Where the subject grade changes as a consequence of the enquiry, no fee will be charged. If a cancellation is accepted (if the post-results review has not already begun), a cancellation fee of 50% of the original fee will be applied.

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, Coventry. More information about appeals can be found in the *OCR Appeals Processes in Vocational Qualifications – A Guide for Centres*.

10 Entry Codes

All of the following qualifications are currently accredited by Ofqual until 31 August 2013 (end certification date 31 August 2015). Entries must be made for each unit individually. **It is not possible to make full award entries.** Once the unit or units have been achieved, a full qualification will be awarded automatically.

10.1 English

Each of the English qualifications consists of three units (Speaking, Listening and Communication (SLC); Reading; and Writing). Candidates can combine units from any level to make up a whole qualification; however, they will be awarded the qualification at the lowest level of achievement.

Code	EDI entry code	Description	Reference
Entry Level Awards			
09495	n/a	OCR Functional Skills qualification in English at Entry 1	500/9085/9
Unit 1	949501	Speaking, Listening and Communication	n/a
Unit 2	949502	Reading	n/a
Unit 3	949503	Writing	n/a
09496			
09496	n/a	OCR Functional Skills qualification in English at Entry 2	500/9086/0
Unit 1	949601	Speaking, Listening and Communication	n/a
Unit 2	949602	Reading	n/a
Unit 3	949603	Writing	n/a
09497			
09497	n/a	OCR Functional Skills qualification in English at Entry 3	500/9197/9
Unit 1	949701	Speaking, Listening and Communication	n/a
Unit 2	949702	Reading	n/a
Unit 3	949703	Writing	n/a
Level 1 Award			
09498	n/a	OCR Functional Skills qualification in English at Level 1	500/9111/6
Unit 1	949801	Speaking, Listening and Communication	n/a
Unit 2	949802	Reading	n/a
Unit 3	949803	Writing	n/a
Level 2 Award			
09499	n/a	OCR Functional Skills qualification in English at Level 2	500/8963/8
Unit 1	949901	Speaking, Listening and Communication	n/a
Unit 2	949902	Reading	n/a
Unit 3	949903	Writing	n/a

10.2 ICT

Code	EDI entry code	Description	Reference
Entry Level Awards			
09873	n/a	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 1	500/8503/7
Unit 1	987301	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 1	J/601/2292
09874			
09874	n/a	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 2	500/8502/5
Unit 1	987401	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 2	R/601/2344
09875			
09875	n/a	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 3	500/8473/2
Unit 1	987501	OCR Functional Skills qualification in information and communication technology (ICT) at Entry 2	L/601/2343
Level 1 Award			
09876	n/a	OCR Functional Skills qualification in information and communication technology (ICT) at Level 1	500/8505/0
Unit 1	987601	OCR Functional Skills qualification in information and communication technology (ICT) at Level 1	M/601/2349
Level 2 Award			
09877	n/a	OCR Functional Skills qualification in information and communication technology (ICT) at Level 2	500/8509/8
Unit 1	987701	OCR Functional Skills qualification in information and communication technology (ICT) at Level 2	K/601/2284

10.3 Mathematics

Code	EDI entry code	Description	Reference
Entry Level Awards			
09862	n/a	OCR Functional Skills qualification in mathematics at Entry 1	500/8496/3
Unit 1	986201	OCR Functional Skills qualification in mathematics at Entry 1	H/601/2347
09863	n/a	OCR Functional Skills qualification in mathematics at Entry 2	500/8497/5
Unit 1	986301	OCR Functional Skills qualification in mathematics at Entry 2	D/601/2346
09864	n/a	OCR Functional Skills qualification in mathematics at Entry 3	500/8498/7
Unit 1	986401	OCR Functional Skills qualification in mathematics at Entry 3	Y/601/2345
Level 1 Award			
09865	n/a	OCR Functional Skills qualification in mathematics at Level 1	500/8910/9
Unit 1	986501	OCR Functional Skills qualification in mathematics at Level 1	K/601/2348
Level 2 Award			
09866	n/a	OCR Functional Skills qualification in mathematics at Level 2	500/8908/0
Unit 1	986601	OCR Functional Skills qualification in mathematics at Level 2	T/601/2286

11 Reference

11.1 Glossary

Annual	Internally assessed units take place on demand, at any time; they do not happen within a series. Therefore, within Interchange and the EDI basedata, they are referred to as having an 'annual' series.
Basedata	Examination data, which is used to process entries and results using EDI. Designed to be electronically imported into a centre's administration software. Includes the specification codes, entry codes and timetables. Basedata is series specific and needs to be refreshed for each series.
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.
English components/units	Functional Skills qualifications in English assess skills, knowledge and a problem-solving approach to Speaking, Listening and Communication, Reading and Writing. These are referred to as units or components. (Candidates need to pass all three units.) OCR uses the term 'units'; other organisations may use the term 'component'.
Enquiry about results	A post-results service available from OCR.
Examiner-moderator	An examiner-moderator will review the centre assessment of candidates' work in accordance with the agreed assessment criteria.
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.
Exemption	In Functional Skills English, candidates who are unable to access part of the assessment, even after exploring all possibilities through reasonable adjustments, may be eligible for an exemption and an award based on the parts of the assessment they have taken
Head of Centre	This is 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 exams.
Interchange	OCR's secure extranet, which allows centres to make entries and claims and view achievements.
JCQ (Joint Council for Qualifications)	A forum of examining boards in England, Wales and Northern Ireland, which seeks to create common standards, regulations and guidance.
Script	Once a question paper has been completed by a candidate, it is referred to as a script.
Series	A group of examinations with a common closing date for entries. A series is defined by a series year, code and name, e.g. November 2011 (BF11).
Session	A period in a day in which an examination may take place, i.e. am or pm.
Testing window	A five-day period (Monday–Friday) when Functional Skills tests can be scheduled to take place.

UCI (unique candidate identifier)	Unique 13-character code allocated to a candidate by a centre that must accompany a candidate's entry if centres wish to receive internally assessed and full award Functional Skills results via EDI. Examination administration software packages will usually be able to generate UCIs.
ULN (unique learner number)	The unique learner number (ULN) is a personal ten-digit number, which is required for candidates taking a 14–19 Diploma.

11.2 Documents referred to in the text

The following documents are referred to within the *Admin Guide*. Additional copies can be downloaded from the relevant website.

JCQ Access Arrangements, Reasonable Adjustments and Special Consideration

JCQ Formats for the Exchange of Examination Related Data

JCQ General Regulations for Approved Centres

JCQ Instructions for conducting coursework

JCQ Instructions for conducting examinations

JCQ Suspected Malpractice in Examinations and Assessments

OCR Appeals Processes in Vocational Qualifications – A Guide for Centres

OCR Fees List

OCR Malpractice Procedures – A Guide for Centres

OCR Promotional Literature List

OCR Publications Catalogue

11.3 Useful websites

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

LRS (Learning Records Service) – www.learningrecordsservice.org.uk

National Apprenticeship Service – www.apprenticeships.org.uk

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

Ofqual (Office of Qualifications and Examinations Regulation) – www.ofqual.gov.uk

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

www.ocr.org.uk
OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk



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