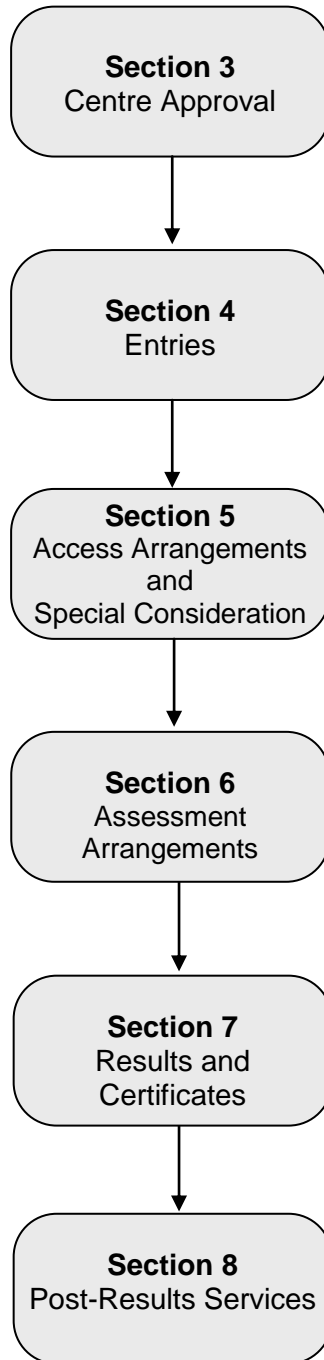APPRENTICESHIP

APPRENTICESHIP
ADMIN GUIDE
2014/15

OCR
Oxford Cambridge and RSA

Overview

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

```
┌─────────────────────────┐
│      Section 3          │
│    Centre Approval      │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│      Section 4          │
│       Entries           │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│      Section 5          │
│  Access Arrangements    │
│         and             │
│  Special Consideration  │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│      Section 6          │
│     Assessment          │
│    Arrangements         │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│      Section 7          │
│    Results and          │
│    Certificates         │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│      Section 8          │
│  Post-Results Services  │
└─────────────────────────┘
```

Version control

This page lists all changes to this *Admin Guide* since publication on the OCR website at www.ocr.org.uk/admin-guides. See Section 1.2 for details of how we communicate any changes to centres.

The latest version of this *Guide* is v.1.0 published on 12 September 2014.

Contents

1   Introduction

1.1   Purpose and scope of the Admin Guide

This *Admin Guide* is designed to assist exams officers and teachers within registered OCR centres with the administration of Apprenticeship components. It should be read in conjunction with the following documents, which are available to download from the OCR website at www.ocr.org.uk/admin-guides.

- *Admin Guide: Vocational Qualifications*

- *Admin Guide: Functional Skills*

- *Admin Guide: Essential Skills Wales.*

OCR offers the components for the Apprenticeship frameworks listed on the OCR website. However, please note that OCR does not issue the overall Apprenticeship certificates. Please see Section 7.5 for details of how to apply for these.

1.2   Changes to this *Admin Guide*

The first version of this Admin Guide is v1.0, published online September 2014.

We publish a monthly guide to our vocational qualifications which are approaching last entry or last certification date within the next six months. It is important that centres check this document regularly for updates. The guide can be downloaded from the OCR website.

If there are any subsequent changes or additions to this Admin Guide, OCR will update the online version, available to download from the OCR website (www.ocr.org.uk/admin-guides).

Any changes will be clearly identified on the *version control* page in the *Admin Guide* (the page prior to the contents page) and the version number will be updated accordingly in the footer.

OCR will also notify centres of any amendments to this *Admin Guide* in our monthly *Subject Information Update* email.

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 includes essential support materials such as centre handbooks, model assignments, sample and past question papers, brochures and datasheets, together with details about entries, results and fees. New administrative and qualification information is added regularly.

Interchange

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

Community

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

OCR support and training

OCR's Customer Support Team 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 see www.ocr.org.uk/examsofficers or email the team at cast@ocr.org.uk.

We also offer professional development for teachers. You can find out what professional development is available for each qualification by accessing the OCR website at www.ocr.org.uk/professionaldevelopment. Our professional development includes online training, a series of premier events and face-to-face training for coursework and controlled assessment units. If you would like more information, please contact us at professionaldevelopment@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: vocational.qualifications@ocr.org.uk
            (Please include centre name and number in the email.)
Post: OCR, Westwood Way, Coventry, CV4 8JQ

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

For email communications, please note that we may not be able to provide specific information unless a centre email address (and not a personal email address) is used. When providing your contact details, please ensure that the email address you provide is either the main email address of the centre or the email address of the person responsible for the administration of exams. Personal email addresses should not be used.

2 Structure of Apprenticeships

2.1 Apprenticeship components

Apprenticeships are made up of a number of parts or **components**:

Apprenticeships are open to anyone aged 16 or over, and provide candidates with a combination of study and work experience to prepare them for their career.

Apprenticeships are currently made up of the following components:

- Competence – Details of these components are available within this *Admin Guide*.

- Knowledge – Details of these components are available within this *Admin Guide.*

- Transferable skills (Functional Skills/Essential Skills Wales) – Functional Skills is the mandatory component of all Apprenticeship frameworks, except for Wales where centres are required to use Essential Skills Wales as the mandatory component. Visit www.ocr.org.uk/admin-guides to download the relevant *Admin Guide* for Functional Skills/Essential Skills Wales. **Please note that the last date to make entries for Essential Skills Wales qualifications is 31 August 2015.**

- Employee Rights and Responsibilities (ERR) – In England, PLTS are part of the framework at Levels 2 and 3 and must be formally assessed.

- Personal, Learning and Thinking Skills (PLTS) – In England, PLTS are part of the framework at Levels 2 and 3 and must be formally assessed.

Transferable skills, ERR and PLTS may also be included in Higher Apprenticeship frameworks (Levels 4–7) if they are considered necessary. PLTS are normally embedded within the knowledge and/or competence components of the framework. In some cases the knowledge and competence components will be combined in a single qualification.

A learner's Apprenticeship may be made up of components from a number of different awarding bodies. In addition to component awards, an overall Apprenticeship will be awarded by the Apprenticeship Certificates England (ACE), which will issue the apprentice with an Apprenticeship certificate (see Section 7.5).

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

Component	Guidance and entry codes
Competence/Knowledge/ERR	OCR *Admin guide: Vocational qualifications*
Functional Skills	OCR *Admin guide: Functional Skills*
Essential Skills Wales	OCR *Admin guide: Essential Skills Wales*

For information about component assessment arrangements, see Section 6.

2.2 Apprenticeship frameworks

The Learning Aim Database (LAD) contains data on learning aims recognised by the Skills Funding Agency (SFA), both funded and non-funded. You can search the database online to see what qualifications are available.

For details of Specification of Apprenticeship Standards for England (SASE) and the Specification of Apprenticeship Standards for Wales (SASW) compliant frameworks, visit http://www.afo.sscalliance.org/.

We offer the component qualifications for Apprenticeship frameworks at Level 2 (Intermediate), 3 (Advanced) and 4, 5 and 7 (Higher).

For details of the available Apprenticeship frameworks, see the OCR website at www.ocr.org.uk/qualifications/by-type/apprenticeships.

3   Centre Approval

3.1   What is centre approval?

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

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

3.2   Applying for centre approval

To apply for centre approval, you need to complete 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. Forms should be sent via email to keyskillsopsteam@ocr.org.uk or via post to the address on the form.

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

If your centre requires an inspection or evaluation visit, you may be required to pay a visit fee, which will be invoiced to your account. This will be clarified at the time an inspection visit is arranged. 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 Allocation Team, Coventry on centre-headed paper. If a visit is required, we will contact you to arrange this.

3.3   Credit checking

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

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

4   Entries

Key points

- Centres can make entries via Interchange using **Single Point of Entry** for the Apprenticeship, referred to as the 'learning programme'.

- Alternatively, centres can make entries for **Apprenticeship components** in the same way as for standalone qualifications.

- Centres can make entries for Apprenticeship components through different awarding bodies.

- OCR does not allow entry withdrawals or transfers.

4.1   Making entries via Interchange using Single Point of Entry

Single Point of Entry removes the need to make individual entries for the qualifications which make up Apprenticeships, meaning that centres only need to submit one single entry for each candidate, for all of the Apprenticeship components.

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

If your centre has an account but you are a new user, or your existing account needs to be updated, please contact your Centre Administrator (usually the exams officer). If you are unsure whether your centre is registered or you cannot locate your Centre Administrator, please email the Customer Support Team at cast@ocr.org.uk. If your centre is unable to make entries electronically, please contact the Customer Contact Centre (See Section 1.4).

A step-by-step guide to making entries via Interchange using Single Point of Entry is available to download from the OCR website.

Getting started

Hover over 'Entries' in the left-hand menu and then click on 'Make entries'. Next click 'Learning Programmes', then select the 'Use learning programmes web-based entry form' link.

Select package

Select 'Framework' from the drop-down menu, then select the package you require. The assessments contained within the selected package will appear in a blue box.

If you wish to de-select any of the assessment within the package you can do this by removing the tick.

Assessments that are only available as on-screen tests are indicated with a * .

Click 'Ok'.

Select candidates

Next you need to select your candidates. You can do this by choosing individual candidates or whole candidate groups. If you cannot find a candidate, you can enter their details.

When searching for existing candidates, you can restrict the search to show only candidates added during a given time period, from 'Today' to 'In the last five years'. You can also find the candidate by searching for their name, part-name, UCI or candidate number. Enter your search criteria and click 'Find candidate'.

Next, select the candidate you would like to make entries for by clicking in the tick box next to their details and then clicking the 'Add selected candidates' button. These candidates will then appear in the list on the right-hand side of the screen. Once you have selected all the candidates you need, click 'Next'.

Entry options

You will then need to specify the entry details for the assessments. The series shown will always be the next available series, where applicable. Where applicable for the qualification, you need to select **either** paper-based or on-screen assessment (not both).

Please note that **OCR Functional Skills** paper-based assessment at Level 1 and Level 2 is available on-demand for English, Maths and ICT – there are no specific entry deadlines. However, once you have entered candidates, you will receive the papers within five days. After you have received the papers at your centre, you then have ten working days in which to administer and return these papers to OCR. Therefore, if you would like to make entries for the learning programme, but do not want your learners to take the test within these time frames, please **deselect** Functional Skills from the programme. You will then need to make a separate entry for the Functional Skill at the point when your learners are ready to take the test.

Once all entry options have been chosen, click 'Next'.

Entry summary

You will then see the entry summary screen. Here, you can review the details of your entries before submitting them. You can enter an order number/reference here if you wish. You will then see an entry confirmation page.

4.2   Making entries for Apprenticeship components

Please see the relevant *Admin Guides* for the Apprenticeship components for details of how to make entries. These are available to download from the OCR website at www.ocr.org.uk/admin-guides.

- *Admin Guide: Vocational Qualifications*

- *Admin Guide: Functional Skills*

- *Admin Guide: Essential Skills Wales.* Please note that the last date to make entries for Essential Skills Wales qualifications is 31 August 2015.

4.3   Amending or withdrawing entries

If you need to update candidates' personal details, e.g. name or date of birth, 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 by emailing keyskillsopsteam@ocr.org.uk.

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

4.4   Entry fees

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

5 Access Arrangements and Special Consideration

5.1 Access arrangements and reasonable adjustments

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

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

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

- Apply to the OCR Special Requirements Team (OCR, 1 Hills Road, Cambridge, CB1 2EU).

- Make the arrangement without consulting OCR and keep a record on file.

- Make the arrangement without consulting OCR; evidence is not required on file.

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

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

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

Modified papers

If you require modified papers as part of an access arrangement or reasonable adjustment, you must make applications at least **ten weeks** before the chosen test date. To apply for modified papers, please complete the JCQ form 7, Application for Modified Papers, which can be downloaded from the JCQ website. Forms should be sent to Assessment Production, OCR, 1 Hills Road, Cambridge, CB1 2EU.

e-Tests

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

In addition, the extra time needs to be added to the candidate's test before the test is taken.

- For amounts up to 25%, you can add the extra time to the candidate's test in the computer-based test system. This can be done from either the last step of the Schedule Exam Wizard or from the Invigilation tab.

- For amounts over 25%, the extra time has to be added by OCR.

If your candidate requires any specific colour settings, these can be changed within the test from the Preferences button. This includes a number of pre-set options for contrasting text and background colours. The candidate can select the option which they find easiest to read.

5.2   Special consideration

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

- An assessment requires the demonstration of a practical competence

- The assessment criteria have not been fully met

- Units/qualifications confer licence to practise.

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

A learner will not be eligible for special consideration where:

- Evidence is not supplied by the centre that the learner has been affected at the time of the assessment by a particular condition

- Any part of the assessment is missed

- Preparation for a component is affected by difficulties during the course such as disturbances through building work, lack of proper facilities, changes in or shortages of staff, or industrial disputes.

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

Obtaining special consideration

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

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

Further details can be found in the JCQ booklet, *A guide to the special consideration process*.

6   Assessment Arrangements

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

Competence/Knowledge/ERR

Levels	Levels 2, 3, 4, 5 and 7
Structure	Please see the individual Apprenticeship Framework guides on the OCR website at www.ocr.org.uk/qualifications/by-type/apprenticeships.
Availability	Individual qualification details are also available in the OCR *Admin Guide: Vocational Qualifications*.
Assessment arrangements	Verified qualifications: Make QCF claim via Interchange and arrange visit (this can be arranged in advance once an assessor has been allocated). Remotely moderated qualifications: Make QCF claim via Interchange and send work to examiner-moderator. e-Tests: Install e-testing software, run approval installation task, create tokens, sit live tests, upload results files.
Further information	OCR *Admin Guide: Vocational Qualifications.*

Functional Skills

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

Essential Skills Wales

Levels	Application of Number, Communication and ICT: Levels 1 and 2
Structure	Portfolio externally moderated by a visiting moderator.
Availability	On demand. Please note that the last date to make entries for Essential Skills Wales qualifications is 31 August 2015.
Assessment arrangements	Claim via Interchange.
Further information	OCR *Admin Guide: Essential Skills Wales.*

6.1   Reporting suspected malpractice

It is the responsibility of the Head of Centre (see Section 9.1) to report in writing all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1), available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

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

Further information is contained in the publication *OCR Malpractice Procedures – A Guide for Centres* available from the OCR website and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from the JCQ website.

7   Results and Certificates

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

Component	Results and certificates issued
Knowledge/Competence: Verified qualifications	Six to ten working days after the claim has been finalised by the external verifier.
Knowledge/Competence: Remotely moderated qualifications	21 working days after submission of work to the examiner-moderator.
Functional Skills	20 working days after submission of work to the examiner. Certificates follow as soon as all units have been completed.
Essential Skills Wales	Certification results and certificates issued 10 working days after completion of the qualification.

e-Tests

Results will be available from the online administration website as soon as the tests are uploaded. Certificates will be issued approximately ten working days after uploading the results. Certificates for Retail Knowledge Level 3 e-tests will be issued three weeks into the following month after uploading the results.

7.2   Viewing Apprenticeship achievements

Within Interchange, hover over 'Results' and then click on 'Learning programmes'. Select the framework that you would like to view and click 'Go'. This will bring up your list of candidates' outcomes for a specific framework.

If you would like to see a quick snapshot of each learner, click the 'Details' link next to the candidate.

You are able to produce a learning programme report, broken down into 'all candidates', 'individual candidates', by 'components that have been awarded', and 'all'.

Once you have chosen your desired report, click 'Produce report'.

Once you have selected the type of report you would like to run, the results will be displayed on-screen.

7.3   Component certificates

What appears on the certificate?

Certificates are issued in the candidate's name at the time the award is made. Centres are advised to enter candidates in their legal name which can be supported by appropriate documentation, e.g.

birth certificate. Replacements will not be provided to accommodate a subsequent change of name (including a change by deed poll).

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

Certificate conditions of issue

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

- A certificate must be returned upon OCR's request. OCR reserves the right to replace certificates if necessary.

- It is the responsibility of the centre to forward certificates to its candidates. Certificates may be handed to the candidates, and centres should obtain proof of identity and signatures confirming receipt. Alternatively, certificates may be posted to candidates by a traceable method, e.g. **Recorded Signed For™**, at the centre's discretion and responsibility.

- Any alteration or defacement renders a certificate invalid and may result in its withdrawal.

- Centres must retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue.

- Centres can destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed confidentially. Centres that are unable to do this may return them to the Results Team, OCR, 1 Hills Road, Cambridge CB1 2EU. A record of certificates that have been destroyed should be retained for four years from their date of destruction.

7.4 Replacement component certificates

OCR can provide a replacement certificate in the cases described below. Please note that, where the original certificate is not returned to us, the replacement will be marked as a 'Duplicate Certificate.'

Lost certificates

Centres should formally make the request in writing using the request form on the OCR website. Candidates should use the application form which can be downloaded from the OCR website. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List. Applications and letters should be sent to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

Damaged certificates

Centres or candidates may apply for replacements for damaged certificates. The request must be made in writing to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU, and accompanied by the original certificate(s). If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

Requests for name corrections

Although it is not possible to change names on certificates (see Section 7.3), requests to correct spelling mistakes can be made by the centre or the candidate in writing. The request must be made in writing to the Historical Records team, OCR, 1 Hills Road, Cambridge, CB1 2EU, and accompanied by the original certificate(s), highlighting the change required. If the request is made within six months of the certificate issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List.

7.5 Apprenticeship certificates

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

The Federation for Industry Sector Skills and Standards (previously known as the Alliance of Sector Skills Councils) runs a certification service known as Apprenticeship Certificates England (ACE), with Sector Skills Councils and Sector Bodies brought online using a phased approach. This means that Apprenticeship certificates can now be requested online rather than the previous paper-based approach. As part of the changes, Apprentices will now receive a new certificate approved by the Minister of State for Further Education, Skills and Lifelong Learning, which at his request includes either bronze, silver or gold foil seals:

- Bronze is issued to apprentices who completed an Intermediate Apprenticeship.

- Silver is issued to apprentices who completed an Advanced Apprenticeship.

- Gold is issued to apprentices who completed a Higher Apprenticeship.

For more information about how to apply for certificates, please visit http://ace.apprenticeships.org.uk.

8   Post-Results Services

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

8.1   Missing or incomplete results

If a candidate's work was submitted, but no certificate is received or the certificate accredits different units from those expected, you should check the centre feedback report (either hard copy or via Interchange). If there is no reference to the amendment of awards, you should check the centre copy of the candidate submission sheet (if applicable) or Interchange to see if the correct units have been indicated for the candidate(s) concerned. If the incorrect units are shown, please contact the OCR Customer Contact Centre (see Section 1.4).

8.2   Enquiries about results (EAR)

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:

  o   That all parts of the script have been marked

  o   The totalling of marks

  o   The recording of marks

  o   The application of any adjustments

  o   The application of any grade thresholds

  o   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:

  o   The clerical re-checks detailed above

  o   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:

  o   The clerical re-checks detailed above

  o   A review of marking as described above

  o   A report by the Chief Examiner – This will be an individual report detailing the candidate's performance.

- **Post-results review with report (for a group of candidates)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly, for a group of candidates (a minimum of five candidates and no more than 15 candidates per

examination). The service is available for both on-demand and timetabled specifications. This service will include:

- o   The clerical re-checks detailed above

- o   A review of marking as described above

- o   A report by the Chief Examiner – This will be a group report, which will not refer to specific candidates but will report on the group as a whole.

- **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, improvements should be agreed between the centre and the moderator and the work should be resubmitted at the next visit.

   It is not possible for a centre to make this type of enquiry for individual candidates as a review of moderation will affect the results of all candidates that were put forward for external moderation at the same time, and whose claims were submitted in the same batch.

   The review of moderation will be carried out either by post or through a further visit, depending on the quantity of candidates' work involved in the enquiry. If a further visit is required, the centre will be contacted by the moderator to arrange a convenient date for a review of moderation to be carried out.

Submitting enquiries about results

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

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

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

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

Acknowledgements and outcomes

The outcome of each enquiry will be confirmed by email. 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 application form.

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

Fees

There is no charge for a clerical re-check.

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

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

Appeals

If you still have concerns following the outcome of an enquiry about results, you may appeal against it. This must be done in writing, within 14 calendar days of receipt of the outcome, and addressed to the Appeals Team at appeals@ocr.org.uk. More information about appeals can be found in the OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres* available from the OCR website.

9   Reference

9.1   Glossary

Apprenticeship Certificates England (ACE)	ACE is an online Apprenticeship certification request service, run by the Federation for Industry Sector Skills and Standards (previously known as the Alliance of Sector Skills Council).
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.
Enquiry about results	A post-results service available from OCR.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre to administer examinations. OCR corresponds formally with the exams officer.
Head of Centre	This is the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.
Interchange	OCR's secure extranet, which allows centres to make entries and view results.
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.
Remotely moderated qualifications	These are usually on-demand, portfolio-based qualifications, which can take place at any time at a centre's request. The candidate work is then sent by post or email (depending on the qualification) to be moderated or examined remotely by an OCR examiner-moderator.
Verified qualifications	Qualifications which are locally assessed by centre staff. Assessments are then locally verified by centre staff for validity and reliability. Centre decisions, evidence and the systems supporting them are then externally verified by OCR. A verified qualification can be either an NVQ or an OCR-developed qualification.

9.2   Documents referred to in the text

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

JCQ *Access Arrangements and Reasonable Adjustments*

JCQ *A guide to the special consideration process*

JCQ *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments*

OCR *Admin Guide: Essential Skills Wales*

OCR *Admin Guide: Functional Skills*

OCR *Admin Guide: Vocational Qualifications*

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

OCR *Fees List*

9.3   Useful websites

Answers@OCR (our online bank of FAQs) – http://answers.ocr.org.uk

Apprenticeship Certificates England (ACE) – http://ace.apprenticeships.org.uk

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

DfE (Department for Education) – www.gov.uk/dfe

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

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

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

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

LRS (Learning Records Service) – http://help.learningrecordsservice.org.uk

National Apprenticeship Service – www.apprenticeships.org.uk

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

OCR SecureAssess administration – https://ocr.secureassess.btlsurpass.co.uk

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

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

APPRENTICESHIP

ocr.org.uk/apprenticeships

@ocrexams

linkedin.com/company/ocr

Contact us

Staff at the OCR Customer Contact Centre are available to take your call between 8am and 5.30pm, Monday to Friday.

Telephone: 02476 851509
Email: vocational.qualifications@ocr.org.uk