



Oxford Cambridge and RSA

# Administration (Business Professional)

Level 2 Award in Administration (Business Professional) 03955

Level 2 Certificate in Administration (Business Professional) 03956

Level 2 Diploma in Administration (Business Professional) 03957

## Key features

- Flexible structure enabling centres and learners to choose the units most relevant to them
- Qualifications of various sizes to which further units may be added later as a progression route to other Level 2 or Level 3 qualifications
- Core units covering essential skills with a wide range of optional units including specialist options in organising business travel and career planning.

## Introduction

The OCR Level 2 qualifications in Administration (Business Professional) have been developed to recognise learners' understanding of administrative functions and activities and learners' ability to carry out a range of administrative tasks autonomously.

The qualifications are flexible, allowing learners to choose individual units that best fit their needs and level of achievement, whilst at the same time ensuring that essential areas of knowledge and skill from the administrative sector are covered. Text processing units may also be taken as options, increasing the breadth of skills demonstrated by successful learners.

**This is version 2. Last updated 06/02/15**

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

From February 2015 we have closed entries for exams for the Word Processing or Text Production in the medium of Welsh. Prior achievement will still be recognised as contributing to these qualifications. For full details see the qualification webpage or the centre handbook.

datasheet

## Target Audience

The OCR Level 2 Award, Certificate and Diploma in Administration (Business Professional) are suitable for those who wish to develop their knowledge, understanding and skills of a range of key administrative functions and activities. It is suitable for those who will have to work independently in an administrative job role.

These qualifications are suitable for learners of all ages, both pre-16 and post-16.

## Qualification Structures

In order to achieve the Level 2 Award in Administration (Business Professional), learners need to accumulate a minimum of 10 credits. 18 credits are required for a Level 2 Certificate and 37 credits for a Level 2 Diploma.

In order to achieve the Level 2 Award, Certificate or Diploma in Administration (Business Professional) learners need to achieve credit by taking units according to the rules of combination specified in the tables overleaf.

## Assessment

All Administration units are assessed within the centre and sent to OCR by post for moderation. A model assignment for each unit, which may be altered within specified tolerance, is available on our website [www.ocr.org.uk](http://www.ocr.org.uk)

The credit from certain Text Processing (Business Professional) units may also be used towards the Level 2 Certificate and Diploma in Administration (Business Professional). These units are assessed via timetabled examinations.

Text Processing (Business Professional) is a separate suite of qualifications and any centres wishing to offer these units must be approved to run these qualifications separately from their approval to run the Administration (Business Professional) suite. All Text Processing (Business Professional) units must be entered and paid for separately. For further details please see the Text Processing (Business Professional)

<http://www.ocr.org.uk/qualifications/by-subject/text-processing/>

## Regulated Qualifications

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

## Guided learning hours (GLH)

The total time taken by a learner to complete a Level 2 Award, Certificate or Diploma in Administration (Business Professional) will depend on a number of variables, for example, the individual units chosen, the mode of study or the level of knowledge/experience of the learner on entry to the programme of study. As a general guide the qualifications are likely to require the following guided learning hours:

<b>Title</b>	<b>GLH</b>
OCR Level 2 Award in Administration (Business Professional)	100
OCR Level 2 Certificate in Administration (Business Professional)	172-180
OCR Level 2 Diploma in Administration (Business Professional)	370-390

## Progression opportunities

The OCR Level 2 Award, Certificate or Diploma in Administration (Business Professional) provides opportunities for progression to further learning within the suite, to other related qualifications or to employment. For example, learners who have completed the Level 2 Award in Administration (Business Professional) may progress to further learning via the following routes:

- completing further relevant units from the same suite to achieve the Level 2 Certificate or Diploma in Administration (Business Professional).
- completing further relevant units from the same suite, including the mandatory Level 3 units, to achieve the Level 3 Award, Certificate or Diploma in Administration (Business Professional).
- undertaking a competence based occupational qualification.

Learners may also progress to employment in administrative roles as these qualifications provide evidence of achievement of a range of practical skills, as well as of underpinning knowledge and understanding of administration.

## Qualification Support

OCR's website, [www.ocr.org.uk](http://www.ocr.org.uk), contains an area dedicated to these qualifications. The Centre Handbook and units can be downloaded from each qualification web page.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on **02476 851509** or at [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk).

OCR runs a regular programme of training workshops for tutors and assessors. For more details, please contact OCR's Training and Customer Support Team on **02476 496398**.

## What to do next

Centres new to Administration (Business Professional) should complete a centre approval form (available from our website).

<http://www.ocr.org.uk/i-want-to/become-an-approved-centre/>

A summary of how the approval process works is provided in our Admin Guide for Vocational Qualifications.

OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our Customer Contact Centre. You can contact us by:

- phone on **02476 851509**
- email at [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)
- writing to OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.

## Equivalencies

The datasheet uses the new Ofqual Unit Reference Numbers (URNs). From January 2014 the old URNs will be recognised as equivalent to the new URNs.

### Rule of combination for Level 2 Award in Administration (Business Professional)

This Award requires a minimum of 10 credits.  
10 credits must come from the mandatory units..

There are no barred combinations.

<b>Table of units for Level 2 Award</b>				
<b>OCR Unit No</b>	<b>Unit Title</b>	<b>New Unit Reference Number</b>	<b>Level</b>	<b>Credit</b>
<b>Group 1 – Mandatory units</b>				
<b>06</b>	Working in administration	A/505/7011	2	6
<b>07</b>	Written business communication	L/505/7045	2	4

## Rule of combination for Level 2 Certificate in Administration (Business Professional)

This Certificate requires a minimum of 18 credits.

10 credits must come from Group 1, mandatory units.

A minimum of 3 credits must come from Group A.

The remaining 5 credits can be from any of the optional units (Groups A and B).

Barred combinations apply to Group B; see the Centre Handbook for details.

**From 28<sup>th</sup> February 2015 we have removed the assessment of units in the medium of Welsh.**

<b>Table of units for Level 2 Certificate and Diploma</b>				
<b>OCR Unit No</b>	<b>Unit Title</b>	<b>New Unit Reference Number</b>	<b>Level</b>	<b>Credit</b>
<b>Group 1 – Mandatory units</b>				
<b>06</b>	Working in administration	A/505/7011	2	6
<b>07</b>	Written business communication	L/505/7045	2	4
<b>Group 2 - Optional units</b>				
<b>Group A</b>				
<b>Level 1 units - Administration (Business Professional)</b>				
<b>03</b>	Making & receiving calls	T/502/4007	1	2
<b>04</b>	Welcome visitors	M/502/4006	1	2
<b>05</b>	Handling mail	A/502/4008	1	2
<b>Level 2 units - Administration (Business Professional)</b>				
<b>08</b>	Career planning in administration	R/505/7046	2	5
<b>09</b>	Communicate with customers	D/505/7048	2	3
<b>10</b>	Teamwork in administration	D/505/7051	2	3
<b>11</b>	Financial transactions	H/505/7052	2	3
<b>12</b>	Organise business travel and accommodation	K/505/7053	2	4
<b>13</b>	Organise meetings	No change	2	3
<b>14</b>	Handling diary systems	Y/505/7114	2	3
<b>Level 3 units - Administration (Business Professional)</b>				
<b>17</b>	Supporting recruitment and selection procedures	T/505/7055	3	4
<b>18</b>	Verbal communication in business	A/505/7056	3	4
<b>19</b>	Support business meetings	F/505/7057	3	3
<b>20</b>	Organise a business event	J/505/7058	3	4
<b>21</b>	Reviewing and developing office procedures	L/505/7059	3	6
<b>22</b>	Carry out research and prepare a report	F/505/7060	3	4
<b>23</b>	Legislation affecting organisations	J/505/7061	3	3
<b>24</b>	Working in an administration team	L/505/7062	3	5
<b>Group B</b>				
<b>Level 2 units - Text Processing (Business Professional)</b>				
<b>00005</b>	Text Production - Screen Reader	L/505/7093	2	5
<b>06975</b>	Text Production	M/505/7152	2	5
<b>03947</b>	Cynhyrchu Testun	M/505/7152	2	5
<b>(Prior achievement only – No entries after 28/02/15)</b>				

<b>Level 2 units (continued)</b>				
<b>06976</b>	Audio-Transcription	F/505/7088	2	4
<b>06977</b>	Business Presentations	A/505/7090	2	5
<b>06978</b>	Document Presentation	J/505/7092	2	5
<b>06980</b>	Legal Audio-Transcription	R/505/7094	2	5
<b>06994</b>	Mailmerge	F/505/7091	2	5
<b>06995</b>	Medical Audio-Transcription	A/505/7087	2	5
<b>06996</b>	Medical Word Processing	J/505/7089	2	5
<b>06997</b>	Shorthand Speed Skills	D/505/7096	2	5
<b>06998</b>	Speed Keying	Y/505/7095	2	4
<b>06999</b>	Word Processing	T/505/7086	2	5
<b>03948</b>	Prosesu Geiriau	T/505/7086	2	5
	<i>(Prior achievement only – No entries after 28/02/15)</i>			
<b>Level 3 units - Text Processing (Business Professional)</b>				
<b>00007</b>	Text Production - Screen Reader	T/505/7105	3	6
<b>03932</b>	Text Production	H/505/7102	3	6
<b>03949</b>	Cynhyrchu Testun	H/505/7102	3	6
	<i>(Prior achievement only – No entries after 28/02/15)</i>			
<b>03933</b>	Audio Transcription	J/505/7108	3	5
<b>03934</b>	Document Presentation	N/A	3	6
<b>03935</b>	Legal Word Processing	K/505/7103	3	6
<b>03936</b>	Shorthand Speed Skills	A/505/7106	3	6
<b>03937</b>	Speed Keying	F/505/7107	3	5
<b>03938</b>	Word Processing	M/505/7104	3	6
<b>04606</b>	Prosesu Geiriau	M/505/7104	3	6
	<i>(Prior achievement only – No entries after 28/02/15)</i>			

## Rule of combination for Level 2 Diploma in Administration (Business Professional)

This Diploma requires a minimum of 37 credits.

10 credits must come from Group 1, mandatory units.

A minimum of 9 credits must come from Group A.

The remaining 18 credits can be from any of the optional units (Group A and B).

Barred combinations apply to Group B; see the Centre Handbook for details.

**From 28<sup>th</sup> February 2015 we have removed the assessment of units in the medium of Welsh.**

<b>Table of units for Level 2 Certificate and Diploma</b>				
<b>OCR Unit No</b>	<b>Unit Title</b>	<b>New Unit Reference Number</b>	<b>Level</b>	<b>Credit</b>
<b>Group 1 – Mandatory units</b>				
<b>06</b>	Working in administration	A/505/7011	2	6
<b>07</b>	Written business communication	L/505/7045	2	4
<b>Group 2 - Optional units</b>				
<b>Group A</b>				
<b>Level 2 units - Administration (Business Professional)</b>				
<b>08</b>	Career planning in administration	R/505/7046	2	5
<b>09</b>	Communicate with customers	D/505/7048	2	3
<b>10</b>	Teamwork in administration	D/505/7051	2	3
<b>11</b>	Financial transactions	H/505/7052	2	3
<b>12</b>	Organise business travel and accommodation	K/505/7053	2	4
<b>13</b>	Organise meetings	No change	2	3
<b>14</b>	Handling diary systems	Y/505/7114	2	3
<b>Level 3 units - Administration (Business Professional)</b>				
<b>17</b>	Supporting recruitment and selection procedures	T/505/7055	3	4
<b>18</b>	Verbal communication in business	A/505/7056	3	4
<b>19</b>	Support business meetings	F/505/7057	3	3
<b>20</b>	Organise a business event	J/505/7058	3	4
<b>21</b>	Reviewing and developing office procedures	L/505/7059	3	6
<b>22</b>	Carry out research and prepare a report	F/505/7060	3	4
<b>23</b>	Legislation affecting organisations	J/505/7061	3	3
<b>24</b>	Working in an administration team	L/505/7062	3	5
<b>Group B</b>				
<b>Level 1 units - Administration (Business Professional)</b>				
<b>03</b>	Making & receiving calls	T/502/4007	1	2
<b>04</b>	Welcome visitors	M/502/4006	1	2
<b>05</b>	Handling mail	A/502/4008	1	2
<b>Level 2 units - Text Processing (Business Professional)</b>				
<b>00005</b>	Text Production - Screen Reader	L/505/7093	2	5
<b>06975</b>	Text Production	M/505/7152	2	5
<b>03947</b>	Cynhyrchu Testun (Prior achievement only – No entries after 28/02/15)	M/505/7152	2	5
<b>06976</b>	Audio-Transcription	F/505/7088	2	4

<b>Level 2 units (continued)</b>				
<b>06977</b>	Business Presentations	A/505/7090	2	5
<b>06978</b>	Document Presentation	J/505/7092	2	5
<b>06980</b>	Legal Audio-Transcription	R/505/7094	2	5
<b>06994</b>	Mailmerge	F/505/7091	2	5
<b>06995</b>	Medical Audio-Transcription	A/505/7087	2	5
<b>06996</b>	Medical Word Processing	J/505/7089	2	5
<b>06997</b>	Shorthand Speed Skills	D/505/7096	2	5
<b>06998</b>	Speed Keying	Y/505/7095	2	4
<b>06999</b>	Word Processing	T/505/7086	2	5
<b>03948</b>	Prosesu Geiriau	T/505/7086	2	5
	<i>(Prior achievement only – No entries after 28/02/15)</i>			
<b>Level 3 units - Text Processing (Business Professional)</b>				
<b>00007</b>	Text Production - Screen Reader	T/505/7105	3	6
<b>03932</b>	Text Production	H/505/7102	3	6
<b>03949</b>	Cynhyrchu Testun	H/505/7102	3	6
	<i>(Prior achievement only – No entries after 28/02/15)</i>			
<b>03933</b>	Audio Transcription	J/505/7108	3	5
<b>03934</b>	Document Presentation	N/A	3	6
<b>03935</b>	Legal Word Processing	K/505/7103	3	6
<b>03936</b>	Shorthand Speed Skills	A/505/7106	3	6
<b>03937</b>	Speed Keying	F/505/7107	3	5
<b>03938</b>	Word Processing	M/505/7104	3	6
<b>04606</b>	Prosesu Geiriau	M/505/7104	3	6
	<i>(Prior achievement only – No entries after 28/02/15)</i>			