

Business Administration, Customer Service and Management & Leadership Apprenticeship Qualifications

Frequently Asked Questions

1. Are OCR’s new Apprenticeship qualifications now accredited?

Yes. The Qualification Numbers can be found on the table below:

Qualification Title	Qualification Number
OCR Level 2 Diploma in Business Administration	601/3740/X
OCR Level 3 Diploma in Business Administration	601/3676/5
OCR Level 4 NVQ Diploma in Business Administration	601/3677/7
OCR Level 2 Diploma in Customer Service	601/3432/X
OCR Level 3 Diploma in Customer Service	601/3433/1
OCR Level 2 Diploma in Team Leading	601/3805/1
OCR Level 3 Diploma in Management	601/3806/3
OCR Level 5 NVQ Diploma in Management and Leadership	601/3807/5
OCR Level 7 NVQ Diploma in Strategic Management and Leadership	601/3808/7

2. How can we access the units for the new qualifications?

The units are available on the individual qualification web pages detailed below:

Business Administration

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-administration-level-2-diploma-10383-from-2014/>

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-administration-level-3-diploma-10384-from-2014/>

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-administration-level-4-diploma-nvq-10385-from-2014/>

Customer Service

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-customer-service-level-2-diploma-10379-from-2014/>

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-customer-service-level-3-diploma-10380-from-2014/>

Management and Leadership

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-team-leading-level-2-diploma-10386/>

<http://www.ocr.org.uk/qualifications/vocational-qualifications-management-diploma-level-3-10387/>

<http://www.ocr.org.uk/qualifications/vocational-qualifications-management-and-leadership-diploma-level-5-10388/>

3. What is the size and structure of the new qualifications?

The Rules of Combination (RoCs) for the new qualifications can be found on the web pages under the Key Documents area.

The RoCs detail the structure of each qualification (eg the mandatory and optional grouping requirements) as well as the credit requirements and minimum and maximum Guided Learning Hours (GLH).

4. I am already an active centre for the existing NVQs. Will I have to request centre approval for the new qualifications?

No. If you are an active centre on the existing NVQs, you will receive automatic centre approval for the new qualification in the corresponding subject and level.

5. I currently have Direct Claims Status (DCS) – will this be transferred to the new qualification/s?

No. However, this can be reviewed at the first official verification visit for existing, active centres with DCS. Your EV can recommend DCS status at this first visit if all appropriate criteria are met.

Standard DCS procedures will apply to new centres.

6. How will the knowledge units in the new, combined qualifications be assessed?

All units within these qualifications will be internally assessed by centre assessors, quality assured by internal quality assurance personnel and externally verified by OCR. There will be no separate assessment method applied to the knowledge units within the new, combined qualifications making assessment of them as flexible as possible.

A standard NVQ approach can be applied to all units, with evidence for the knowledge units being presented and referenced in the portfolio of evidence along with the competence evidence if this is most appropriate for your learners. Where possible, a holistic approach to evidence collection should be taken, allowing a piece of evidence to be used towards more than one assessment criteria over different units.

If, as an alternative, you wish to devise assignments, tasks, projects or tests for your candidates to complete the knowledge units, you may do so but it then becomes the responsibility of your centre to ensure that these enable candidates to meet all of the assessment criteria in the units. This is not a requirement of OCR.

At level 4 and above the knowledge and competence qualifications remain separate. As such, the existing knowledge qualifications and their assessment methods apply.

7. Are online tests available for the knowledge units within the combined Business Administration qualifications?

No, OCR has not produced tests for these units.

8. My candidate has passed the online test for the stand-alone Principles of Business and Administration qualification, does this mean they are exempt from completing the knowledge units in the new qualification?

No. The online tests available for the Principles of Business and Administration qualifications are not mapped to the new knowledge units and are not recognised as an acceptable equivalent.

9. Is simulation allowed in the new qualifications?

Simulation is only acceptable for a number of units within the qualifications. Details of those units for which simulation is acceptable can be found in the Skills CfA Assessment Strategy under the Key Documents area of the web pages.

10. My candidates are already enrolled on apprenticeship programmes and are completing the previous, separate qualifications – will they have to transfer to the new qualifications to complete their Apprenticeships?

No. When submitting framework claims it is the qualifications that were in the framework at the date that the apprentice started their apprenticeship that is significant, rather than when it is completed.

Therefore, learners have until the certification end-date of the qualification to complete their qualification in order for it to be used for their framework certification claim.

11. Are there any Inset events available for the new qualifications?

Inset events and webinars will be available. Please contact OCR's CPD team for further information: cpdhub@ocr.org.uk

12. How is the Employee Rights and Responsibilities (ERR) component assessed within these frameworks?

Candidates can complete either the ERR unit within the qualification structures (included as an optional unit) or the Skills CfA workbook, available on the [Resources area](#) of the Skills CfA website. Further information regarding ERR requirements can be found in the [Skills CfA May 2014 E-briefing](#) under the heading 'Changes to ERR, PLTS, RPL evidence requirements on ACE'.

13. My candidate has completed the Skills CfA ERR workbook. Can I use this as evidence to claim the ERR unit within the qualification?

No. The Skills CFA Workbook should not be used on its own as a means of claiming credit for the ERR unit. This is because while both the ERR Workbook and the ERR unit meet the 9 ERR outcomes, the CFA Workbook does not fully cover the Learning Outcomes of the ERR unit. Centres who wish to use the ERR Workbook as evidence for the ERR unit should map the workbook criteria to the ACs of the unit and fill any gaps in evidence.

14. How are Personal Learning and Thinking Skills (PLTS) assessed within the new frameworks?

These are embedded within the mandatory units. Further information regarding PLTS requirements can be found in the [Skills CfA May 2014 E-briefing](#) under the heading 'Changes to ERR, PLTS, RPL evidence requirements on ACE'.

15. Where old units are mapped against new units on the mapping documents, do they represent complete unit equivalences meaning my candidates will automatically have sufficient evidence to achieve the new unit?

No. The 'old to new' mapping documents available on the web pages are intended to show where old units may map in part to new units. They are not intended to show full unit equivalences.

16. I have Apprentices on a Level 4/Level 5 programme – will they also take a combined qualification?

No. At level 4 and above the apprenticeship components remain as separate knowledge and competence qualifications. Apprenticeship candidates should take the new Level 4 or 5 NVQ alongside the existing, extended Level 4 or 5 knowledge qualification.

Further details regarding OCR's Apprenticeship framework qualifications at Levels 4 & 5 are given below:

Business Administration Higher Apprenticeship components (L4)

Competence - OCR Level 4 NVQ Diploma in Business Administration (10385) - 601/3677/7

Knowledge - OCR Level 4 Diploma in Business and Administration (10337) - 600/8145/4

Management Higher Apprenticeship Components (L5)

Competence - OCR Level 5 NVQ Diploma in Management and Leadership (10388) - 601/3807/5

Knowledge – OCR Level 5 Diploma in Management and Leadership (10336) - 600/8227/6

17. I have non-apprenticeship candidates - do they need to move to the new, combined qualifications?

No. We have extended the existing, stand-alone NVQs and knowledge qualifications. As such, non-apprenticeship candidates can continue to take the stand-alone qualifications or the combined qualifications if they think these are more suitable.

The 'review date' for the existing qualifications is currently 31st August 2015 (for entries). Further details regarding current last certification dates can be found on the June 2014 Centre Update letters available on the web pages.

We intend to liaise with our centres shortly to discuss what the stand alone provision should be after this date.

18. Is there any provision for Level 1 candidates?

Yes. The Level 1 stand-alone NVQs in Business and Administration and Customer Service were extended in line with the rest of the suite. Alternatively, there are new combined qualifications in these subjects at Level 1 if these are more suitable for your cohort. Links to the combined qualifications are given below:

Business Administration - L1

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-business-administration-level-1-certificate-10382-from-2014/>

Customer Service - L1

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-customer-service-level-1-certificate-10378-from-2014/>