



Oxford Cambridge and RSA

**QUALIFICATION TITLE** - OCR Level 2 Cambridge Technical Award in Business Practices

**QUALIFICATION NUMBER** – 603/2727/3

## **OVERVIEW**

This qualification is for learners who are 16 years old or over, and who want to apply their skills and knowledge in business practices.

It will equip you with the essential skills and knowledge required to progress onto:

- other related qualifications such as the Level 2 Cambridge Technical Diplomas in Business (Business Administration, Customer Service or Retail), the Level 3 Cambridge Technicals in Business
- related apprenticeships such as a business administrator apprenticeship
- a business-related job role, such as an events assistant or a receptionist.

It will also enable you to acquire a range of transferable skills and knowledge which are highly regarded by employers.

We have worked with employers who have helped us include the transferable skills, knowledge and understanding that they are looking for in prospective applicants.

The qualification is designed to be taken as part of a study programme alongside other vocational qualifications, GCSE resits or A-Levels. There are no formal entry requirements for this qualification, but, ideally, learners will typically have or be working towards GCSEs at grade 4/grade C or above including maths and English.

## **What does this qualification cover?**

This qualification contains the following optional units:

- 1 Principles of working in service sector organisations
- 2 Understand customer expectations and issues
- 3 Social media at work
- 4 Provide administrative support
- 5 Follow administrative practices and create procedures
- 6 Communicate in a business environment
- 7 Support the organisation of an event
- 8 Practical merchandising
- 9 E-commerce and retail technologies
- 10 Enhancing the customer experience
- 11 Selling techniques
- 12 Delivering effective customer service
- 13 Obtaining and using customer feedback
- 14 Handling challenging customer service situations

Units 1 and 2 are knowledge and understanding based examined units. There are no mandatory units.

## **Employer Engagement**

You will have opportunities to find out from employers how the skills and knowledge they will acquire are used in work. The centre will decide how this will happen. However, you should undertake structured work-experience or work-placements that develop skills and knowledge relevant to this qualification or you may benefit from an employer visiting the centre as a guest speaker to talk to you about how the skills you are gaining are used in employment.

## **Is this qualification right for you?**

This qualification is part of a suite of Cambridge Technicals in Business at Levels 2 and 3. It takes 90 guided learning hours to achieve – this means that it can be taken in one year. Normally you would take this qualification because you are aged 16 years or over, in full-time education, but aren't quite ready to study a larger Level 2 qualification in the Business Administration, Retail or Customer Service sectors at this stage.

There are three sizes of qualification available in the Level 2 Cambridge Technicals in Business suite:

- **OCR Level 2 Cambridge Technical Award in Business Practices**
- OCR Level 2 Cambridge Technical Certificate in Business Practices
- OCR Level 2 Cambridge Technical Diploma in Retail OR Customer Service OR Business Administration

The Award is not recognised by the Department for Education for Key Stage 5 performance table points. It takes 90 guided learning hours to deliver; this means it can be taken in one year as an introduction to this sector. This gives you the flexibility to take other qualifications, whether vocational or academic, in preparation for further study or employment in the sector.

The Certificate is a Technical Certificate qualification and takes 180 guided learning hours to deliver. This means it can be taken in one year. This gives you the flexibility to take other qualifications, whether vocational or academic, in preparation for further study or employment in the sector.

The Diploma is a Technical Certificate qualification and takes 360 guided learning hours to deliver. This means it can be taken in one year and will form the majority of your study programme. However, this still gives you the flexibility to take other qualifications, whether vocational or academic, in preparation for further study or employment in the sector.

You should take the Award if you want to gain some underpinning skills, knowledge and understanding of the business sector, that will help inform any choices you make regarding further study or employment in the sector. It will support your progression towards Level 3 qualifications in the sector or could support progression into job roles in the sector that require no specific skills or experience and deliver on the job training, but desire knowledge and understanding of the sector.

## **Support**

The following employers support this qualification:

Luminary Bakery, Salter Street Toys and Models, The Blackpool Tower, Scottish Power, Coop.

Details of this support can be found on the OCR website:

<http://www.ocr.org.uk/qualifications/by-type/vocational-education-and-skills/purpose-statements-and-letters-of-endorsement/>

If you have any other queries please contact [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

## **About us**

OCR is a leading UK awarding body. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.

Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.