

Withdrawal of OCR Business Administration, Customer Service and Management and Leadership qualifications – Frequently Asked Questions

Following a review of our qualification offer in the light of changes to market demand, OCR has made the difficult decision to withdraw qualifications.

OCR will of course continue to support and assess the qualifications up to the final certification dates which will be as follows:

Entry Code	Qualification Title	Qualification Number	Last date for entries	Last certification date
10383	<u>OCR Level 2 Diploma in Business Administration</u>	601/3740/X	31/12/2020	31/12/2021
10384	<u>OCR Level 3 Diploma in Business Administration</u>	601/3676/5	31/12/2020	31/12/2021
10385	<u>OCR Level 4 (NVQ) Diploma in Business Administration</u>	601/3677/7	31/12/2020	31/12/2022
10337	<u>OCR Level 4 Diploma in Business Administration</u>	600/8145/4	31/12/2020	31/12/2022
03455	<u>OCR Level 2 (NVQ) Certificate in Customer Service</u>	500/8625/X	31/08/2020	31/08/2021
10379	<u>OCR Level 2 Diploma in Customer Service</u>	601/3432/X	31/08/2020	31/08/2021
10380	<u>OCR Level 3 Diploma in Customer Service</u>	601/3433/1	31/08/2020	31/08/2021
03366	<u>OCR Level 2 (NVQ) Certificate in Team Leading</u>	501/0501/2	31/08/2020	31/08/2021
10386	<u>OCR Level 2 Diploma in Team Leading</u>	601/3805/1	31/08/2020	31/08/2021
10387	<u>OCR Level 3 Diploma in Management</u>	601/3806/3	31/08/2020	31/08/2021
10336	<u>OCR Level 5 Diploma in Management and Leadership</u>	600/8227/6	31/08/2020	31/12/2022
10388	<u>OCR Level 5 (NVQ) Diploma in Management and Leadership</u>	601/3807/5	31/08/2020	31/12/2022
10389	<u>OCR Level 7 (NVQ) Diploma in Strategic Management and Leadership</u>	601/3808/7	31/08/2020	31/08/2021

Frequently Asked Questions (FAQs)

1. What is the last date I can enter a student?

The final registration dates for these qualifications are listed in the table above.

2. What is the last date I can certificate a student?

The final certification dates for these qualifications are listed in the table above. Please be aware that the last certification date is the final date OCR will produce certificates. Centres are therefore advised to plan for completion of all student assessment and submit claims at least two months prior to the last certification date.

3. Why is OCR withdrawing these qualifications?

Following a review of our qualification offer in the light of changes to market demand, OCR has made the difficult decision to withdraw these selected qualifications.

4. Does this mean OCR is withdrawing all qualifications in this vocational area / sector?

OCR will not offer a replacement for the qualifications being withdrawn; however alternative qualifications within this sector are available.

We have available the:

Level 2 and 3 - Cambridge Technical in Business Administration - For further details please see our website:

<https://www.ocr.org.uk/qualifications/cambridge-technicals/#level-2>

Level 1, 2 and 3 - Administration (Business Professional) Suite of qualifications which are at Level 1, 2 and 3 For further details please see our website: <https://ocr.org.uk/>

5. Are all Awarding Organisations withdrawing these qualifications or is it just OCR?

This is an OCR decision. For details of other awarding organisations offering these qualifications, please view the Ofqual register on the following link:

<http://register.ofqual.gov.uk/>

For up to date information about qualifications offered in Wales, please visit:

www.QiW.wales

For up to date information about qualifications offered in Northern Ireland, please visit:

[NIEFQAN](http://www.niefqan.org.uk).

6. What if a student completes their portfolio, but we haven't made a qualification entry for that student and it is after the final qualification entry date?

Student must be entered via OCR Interchange before the last entry date. If the last entry date has passed please [contact us](#).

7. What will happen if a student has a unit withdrawn and wants to claim the unit at a later date?

As long as they were entered before the last entry date and the last certification date has not passed you can continue to claim units. Claims must be made before the end certification date.

8. I have Direct Claims Status (DCS) – how does this affect the last certification / assessment dates?

Direct Claims Status (DCS) is removed three months prior to last certification date or at the final EQA visit (whichever is earlier) as all student portfolios will still be subject to the full quality assurance process.

9. What do we need to consider as the last certification date approaches?

The last certification date is the last date we will produce certificates and we suggest you plan to complete all candidate assessment at least two months before this. Please ensure your candidates have completed all portfolios of work in order to meet the assessment criteria.

Externally Verified qualifications

To make sure you're prepared you may like to consider these key points:

- Remember to make your certification claims at least three weeks before the last certification date. As part of the quality assurance process, ensure all your claims are part of a sample seen by our external quality assurer (EQA).
- Ensure all your EQA visits take place at least two weeks before the last certification date to allow certificates to be processed.
- If you have any issues arranging visits, or contacting your EQA directly, please contact our allocation team: opsalloc@ocr.org.uk.

10. Who can I talk to, to get more information on alternative OCR qualifications?

To learn more about the options available to you please talk to our Customer Support Centre on **02476 851509** or email vocational.qualifications@ocr.org.uk