

Certificate/Diploma in Business and Administration

04707 Level 3 Certificate in Business and Administration

04708 Level 3 Diploma in Business and Administration

Main features of the qualifications

The OCR Level 3 Certificate and Diploma in Business and Administration are designed to reflect the work of administration staff across a wide range of industries and types of organisations and are for those who are working with a high degree of autonomy and personal responsibility. They are aimed at candidates who are involved in developing, implementing and maintaining administrative services.

The Level 3 Diploma meets the 'full' qualification threshold and is part of the Advanced Apprenticeship framework.

Introduction

Level 3 Certificate in Business and Administration

This qualification is aimed at people who already have experience of office-based skills; perhaps in, or preparing for a line management role. Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office. On completion, learners can progress to a Level 3 Diploma, or to a Level 4 qualification.

Level 3 Diploma in Business and Administration

Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office. On completion, learners can progress to a Level 4 qualification. It is aimed at those who wish to specialise in business and administration functions; perhaps in, or preparing for a line management role.

Target audience

The Level 3 NVQ Certificate and Diploma in Business and Administration are aimed at people who currently negotiate, supervise, manage and contribute to the running of an office. Also, those who already have experience of office-based skills and wish to specialise in business and administration functions; perhaps in, or preparing for line management.

datasheet

Qualification structures

OCR Level 3 Certificate in Business and Administration

To achieve a Level 3 Certificate in Business and Administration, you must complete a **minimum of 30 credits**, of which, at **least 20 credits** must be selected from **Level 3 units**:

1. **13 credits** must be completed from **GROUP A MANDATORY UNITS**; and
2. A **minimum of 11 credits** from **GROUP B OPTIONAL UNITS** – please see barred combinations below *
3. A **minimum of 6 further credits** from **GROUP B OPTIONAL UNITS** or **GROUP C OPTIONAL UNITS** – please see barred combinations below **

GROUP A MANDATORY UNITS (13 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
3	L/601/2519	Unit 301	Manage own performance in a business environment	3	12
3	F/601/2520	Unit 302	Evaluate and improve own performance in a business environment	3	22
3	J/601/2521	Unit 303	Work in a business environment	4	21
3	K/601/2527	Unit 309	Communicate in a business environment	3	14
GROUP B OPTIONAL UNITS (Minimum of 11 credits)					
B1: WORK RESPONSIBILITIES					
3	L/601/2522	Unit 304	Solve business problems	4	18
3	R/601/2523	Unit 305	Work with other people in a business environment	4	12
3	Y/601/2524	Unit 306	Contribute to decision-making in a business environment	3	12
3	D/601/2525	Unit 307	Negotiate in a business environment	5	20
3	H/601/2526	Unit 308	Supervise a team in a business environment	6	52
B2: BUSINESS SUPPORT SERVICES					
3	T/601/2546	Unit 325	Supervise an office facility	5	23
B3: PROJECT MANAGEMENT					
3	J/601/2549	Unit 327	Contribute to running a project	5	30
B4: DOCUMENT PRODUCTION					
2	T/601/2482	Unit 212	Produce documents in a business environment	4	15
2	A/601/2483	Unit 213	Prepare text from notes	3	15
2	F/601/2484	Unit 214	Prepare text from notes using touch typing (40 wpm)	3	15
2	J/601/2485	Unit 215	Prepare text from shorthand (60 wpm)	8	55
2	L/601/2486	Unit 216	Prepare text from recorded audio instruction (40 wpm)	4	35
3	M/601/2531	Unit 312	Design and produce documents in a business environment	4	25
3	T/601/2532	Unit 313	Prepare text from notes using touch typing (60 wpm)	4	10
3	A/601/2533	Unit 314	Prepare text from shorthand (80 wpm)	8	45
3	F/601/2534	Unit 315	Prepare text from recorded audio instruction (60 wpm)	4	25

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B5: EVENTS AND MEETINGS					
2	L/601/2505	Unit 223	Support the organisation of an event	2	15
2	D/601/2508	Unit 224	Support the co-ordination of an event	3	20
2	Y/601/2510	Unit 225	Support the organisation of business travel or accommodation	3	18
2	T/601/2515	Unit 226	Support the organisation of meetings	4	18
3	R/601/2540	Unit 320	Plan and organise an event	4	28
3	Y/601/2541	Unit 321	Co-ordinate an event	4	30
3	D/601/2542	Unit 322	Plan and organise meetings	5	25
3	H/601/2543	Unit 323	Organise business travel or accommodation	5	20
3	K/601/2544	Unit 324	Evaluate the organisation of business travel or accommodation	2	10
B6: COMMUNICATIONS					
2	H/601/2476	Unit 207	Use electronic message systems	1	6
2	K/601/2477	Unit 208	Use diary systems	3	9
2	M/601/2478	Unit 209	Take minutes	4	15
3	M/601/2528	Unit 310	Develop a presentation	3	15
3	T/601/2529	Unit 311	Deliver a presentation	3	15
B7: CUSTOMER SERVICE					
2	T/601/2479	Unit 210	Handle mail	3	17
2	K/601/2480	Unit 211	Provide reception services	3	15
2	Y/601/2457	Unit 256	Meet and welcome visitors	3	23
3	A/601/2550	Unit 328	Deliver, monitor and evaluate customer service to internal customers	3	12
3	F/601/2551	Unit 329	Deliver, monitor and evaluate customer service to external customers	3	12
3	D/601/1228	Unit 353	Use customer service as a competitive tool	8	53
3	J/601/1515	Unit 354	Monitor and solve customer service problems	6	40
B8: MANAGE INFORMATION AND DATA					
2	R/601/2487	Unit 217	Organise and report data	3	12
2	Y/601/2488	Unit 218	Research information	4	17
2	R/601/2490	Unit 219	Store and retrieve information	3	17
2	Y/601/2491	Unit 220	Archive information	2	13
2	J/601/2518	Unit 228	Support the management and development of an information system	7	40
3	L/601/2536	Unit 316	Support the design and development of an information system	7	35

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
3	R/601/2537	Unit 317	Monitor information systems	7	30
3	Y/601/2538	Unit 318	Analyse and report data	6	30
4	T/601/2563	Unit 410	Design and develop an information system	7	30
4	A/601/2564	Unit 411	Manage and evaluate an information system	6	20
B9: BUSINESS RESOURCES					
2	H/601/2493	Unit 221	Use office equipment	4	18
2	M/601/2495	Unit 222	Maintain and issue stationery stock items	3	14
3	D/601/2539	Unit 319	Order products and services	5	35
3	J/601/2552	Unit 330	Agree a budget	4	25
B10: INNOVATION AND CHANGE					
2	F/601/2517	Unit 227	Respond to change in a business environment	3	16
3	A/601/2547	Unit 326	Contribute to innovation in a business environment	4	30
4	K/601/2575	Unit 418	Contribute to innovation in a business environment	6	25
4	M/601/2576	Unit 419	Plan change for a team	6	22
B11: SPECIALISED BUSINESS SUPPORT SERVICES – HUMAN RESOURCES					
2	T/601/2790	Unit 229	Administer human resources records	3	20
2	A/601/2791	Unit 230	Administer the recruitment and selection process	4	30
B12: SPECIALISED BUSINESS SUPPORT SERVICES – PARKING					
3	L/601/2648	Unit 333	Administer parking and traffic challenges, representations and civil parking appeals	9	40
3	R/601/2649	Unit 334	Administer statutory parking and traffic appeals	9	45
3	J/601/2650	Unit 335	Administer parking and traffic debt recovery	9	54
2	J/601/2647	Unit 257	Administer parking dispensations	4	14
B13: SPECIALISED BUSINESS SUPPORT SERVICES – EDUCATION					
3	D/601/7787	Unit 332	Provide administrative support in schools	8	53
B14: SPECIALISED BUSINESS SUPPORT SERVICES – LEGAL					
3	H/601/7791	Unit 338	Administer legal files	7	25
3	K/601/7792	Unit 356	Build case files	4	20
3	M/601/7793	Unit 357	Manage case files	5	25
GROUP C: OPTIONAL UNITS					
C1: HEALTH, SAFETY AND SECURITY OF PEOPLE, PREMISES AND PROPERTY					
1	T/601/2465	Unit 113	Use occupational and safety guidelines when using keyboards	2	20
C2: IT					
2	F/502/4396	Unit 238	Bespoke software	3	20
2	J/502/4559	Unit 239	Data management software	3	20

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
2	M/502/4555	Unit 240	Database software	4	30
2	J/502/4156	Unit 241	Improving productivity using IT	4	30
2	Y/502/4257	Unit 242	IT security for users	2	15
2	M/502/4622	Unit 243	Presentation software	4	30
2	L/502/4210	Unit 244	Set up an IT system	4	30
2	F/502/4625	Unit 245	Spreadsheet software	4	30
2	F/502/4379	Unit 246	Using collaborative technologies	4	30
2	R/502/4631	Unit 247	Website software	4	30
2	R/502/4628	Unit 248	Word processing software	4	30
3	J/502/4397	Unit 342	Bespoke software	4	30
3	A/502/4560	Unit 343	Data management software	4	30
3	T/502/4556	Unit 344	Database software	6	45
3	L/502/4157	Unit 345	Improving productivity using IT	5	40
3	D/502/4258	Unit 346	IT security for users	3	20
3	T/502/4623	Unit 347	Presentation software	6	45
3	R/502/4211	Unit 348	Set up an IT system	5	40
3	J/502/4626	Unit 349	Spreadsheet software	6	45
3	T/502/4380	Unit 350	Using collaborative technologies	6	45
3	Y/502/4632	Unit 351	Website software	5	40
3	Y/502/4629	Unit 352	Word processing software	6	45

C4: LEADERSHIP AND MANAGEMENT

4	K/600/9711	Unit 422	Manage physical resources	3	25
4	M/600/9712	Unit 423	Manage the environmental impact of work activities	5	10
4	T/600/9601	Unit 426	Provide leadership and direction for own area of responsibility	5	30
4	M/600/9676	Unit 427	Support learning and development within own area of responsibility	5	25
4	K/600/9661	Unit 428	Develop working relationships with colleagues and stakeholders	4	20

*** BARRED COMBINATIONS OPTIONAL GROUP B**

- A.** Only one unit may be selected from unit 213 (Prepare text from notes – A/601/2483), or unit 214 (Prepare text from notes using touch typing (40 wpm) – F/601/2484), or unit 313 (Prepare text from notes using touch typing (60 wpm) – T/601/2532) from Group B3: Document Production
- B.** Either unit 212 (Produce documents in a business environment – T/601/2482) or unit 312 (Design and produce documents in a business environment –M/601/2531 may be selected from Group B4: Document Production, but not both;
- C.** Either unit 215 (Prepare text from shorthand (60 wpm) – J/601/2485) or unit 314 (Prepare text from shorthand (80 wpm) – A/601/2533) may be selected from Group B4: Document Production, but not both

- D. Either unit 216 (Prepare text from recorded audio instruction (40 wpm) – L/601/2486) or unit 315 (Prepare text from recorded audio instruction (60 wpm) – F/601/2534) may be selected from Group B4: Document Production, but not both;
- E. Either unit 223 (Support the organisation of an event – L/601/2505) or unit 320 (Plan and organise an event – R/601/2540) may be selected from Group B5: Events and Meetings, but not both
- F. Either unit 224 (Support the co-ordination of an event – D/601/2508) or unit 321 (Co-ordinate an event –Y/601/2541) may be selected from Group B5: Events and Meetings, but not both
- G. Either unit 225 (Support the organisation of business travel or accommodation – Y/601/2510) or unit 323 (Organise business travel or accommodation –H/601/2543) may be selected from Group B5: Events and Meetings, but not both
- H. Either unit 226 (Support the organisation of meetings – T/601/2515) or unit 322 (Plan and organise meetings – D/601/2542) may be selected from Group B5: Events and Meetings, but not both
- I. Either unit 211 (Provide reception services – K/601/2480) or unit 256 (Meet and welcome visitors – Y/601/2457) may be selected from Group B7: Customer Services, but not both
- J. Either unit 228 (Support the management and development of an information system – J/601/2518) or unit 411 (Manage and evaluate an information system – A/601/2564) may be selected from Group B8: Manage Information and Data, but not both
- K. Either unit 316 (Support the design and development of an information system – L/601/2536) or unit 410 (Design and develop an information system – T/601/2563) may be selected from Group B8: Manage Information and Data, but not both
- L. Either unit 326 (Contribute to innovation in a business environment – A/601/2547) or unit 418 (Contribute to innovation in a business environment – K/601/2575) may be selected from Group B10: Innovation and Change, but not both

**** BARRED COMBINATIONS OPTIONAL GROUP C**

Units with the same name at different levels (eg Set up an IT system) may be taken by candidates but the credits from only one of the units (whichever has the highest number of credits) will count towards a full qualification.

GUIDED LEARNING HOURS (GLH):

Minimum: 128

Maximum: 201

OCR Level 3 Diploma in Business and Administration

To achieve a Level 3 Diploma in Business and Administration, you must complete a **minimum of 40 credits**, of which, **at least 27 credits** must come from **units at level 3**:

1. **13 credits** must be completed from **GROUP A MANDATORY UNITS**; and
2. A **minimum of 14 credits** from **GROUP B OPTIONAL UNITS** – please see barred combinations below *
3. A **minimum of 13 further credits** from **GROUP B OPTIONAL UNITS** or **GROUP C OPTIONAL UNITS** – please see barred combinations below **

GROUP A: MANDATORY UNITS (13 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
3	L/601/2519	Unit 301	Manage own performance in a business environment	3	12
3	F/601/2520	Unit 302	Evaluate and improve own performance in a business environment	3	22
3	J/601/2521	Unit 303	Work in a business environment	4	21
3	K/601/2527	Unit 309	Communicate in a business environment	3	14
GROUP B: OPTIONAL UNITS (Minimum of 14 credits)					
B1: WORK RESPONSIBILITIES					
3	L/601/2522	Unit 304	Solve business problems	4	18
3	R/601/2523	Unit 305	Work with other people in a business environment	4	12
3	Y/601/2524	Unit 306	Contribute to decision-making in a business environment	3	12
3	D/601/2525	Unit 307	Negotiate in a business environment	5	20
3	H/601/2526	Unit 308	Supervise a team in a business environment	6	52
B2: BUSINESS SUPPORT SERVICES					
3	T/601/2546	Unit 325	Supervise an office facility	5	23
B3: PROJECT MANAGEMENT					
3	J/601/2549	Unit 327	Contribute to running a project	5	30
B4: DOCUMENT PRODUCTION					
2	T/601/2482	Unit 212	Produce documents in a business environment	4	15
2	A/601/2483	Unit 213	Prepare text from notes	3	15
2	F/601/2484	Unit 214	Prepare text from notes using touch typing (40 wpm)	3	15
2	J/601/2485	Unit 215	Prepare text from shorthand (60 wpm)	8	55
2	L/601/2486	Unit 216	Prepare text from recorded audio instruction (40 wpm)	4	35
3	M/601/2531	Unit 312	Design and produce documents in a business environment	4	25
3	T/601/2532	Unit 313	Prepare text from notes using touch typing (60 wpm)	4	10
3	A/601/2533	Unit 314	Prepare text from shorthand (80 wpm)	8	45
3	F/601/2534	Unit 315	Prepare text from recorded audio instruction (60 wpm)	4	25

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B5: EVENTS AND MEETINGS					
2	L/601/2505	Unit 223	Support the organisation of an event	2	15
2	D/601/2508	Unit 224	Support the co-ordination of an event	3	20
2	Y/601/2510	Unit 225	Support the organisation of business travel or accommodation	3	18
2	T/601/2515	Unit 226	Support the organisation of meetings	4	18
3	R/601/2540	Unit 320	Plan and organise an event	4	28
3	Y/601/2541	Unit 321	Co-ordinate an event	4	30
3	D/601/2542	Unit 322	Plan and organise meetings	5	25
3	H/601/2543	Unit 323	Organise business travel or accommodation	5	20
3	K/601/2544	Unit 324	Evaluate the organisation of business travel or accommodation	2	10
B6: COMMUNICATIONS					
2	H/601/2476	Unit 207	Use electronic message systems	1	6
2	K/601/2477	Unit 208	Use diary systems	3	9
2	M/601/2478	Unit 209	Take minutes	4	15
3	M/601/2528	Unit 310	Develop a presentation	3	15
3	T/601/2529	Unit 311	Deliver a presentation	3	15
B7: CUSTOMER SERVICE					
2	T/601/2479	Unit 210	Handle mail	3	17
2	K/601/2480	Unit 211	Provide reception services	3	15
2	Y/601/2457	Unit 256	Meet and welcome visitors	3	23
3	A/601/2550	Unit 328	Deliver, monitor and evaluate customer service to internal customers	3	12
3	F/601/2551	Unit 329	Deliver, monitor and evaluate customer service to external customers	3	12
3	D/601/1228	Unit 353	Use customer service as a competitive tool	8	53
3	J/601/1515	Unit 354	Monitor and solve customer service problems	6	40
B8: MANAGE INFORMATION AND DATA					
2	R/601/2487	Unit 217	Organise and report data	3	12
2	Y/601/2488	Unit 218	Research Information	4	17
2	R/601/2490	Unit 219	Store and retrieve information	3	17
2	Y/601/2491	Unit 220	Archive information	2	13
2	J/601/2518	Unit 228	Support the management and development of an information system	7	40
3	L/601/2536	Unit 316	Support the design and development of an information system	7	35

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
3	R/601/2537	Unit 317	Monitor information systems	7	30
3	Y/601/2538	Unit 318	Analyse and report data	6	30
4	T/601/2563	Unit 410	Design and develop an information system	7	30
4	A/601/2564	Unit 411	Manage and evaluate an information system	6	20
B9: BUSINESS RESOURCES					
2	H/601/2493	Unit 221	Use office equipment	4	18
2	M/601/2495	Unit 222	Maintain and issue stationery stock items	3	14
3	D/601/2539	Unit 319	Order products and services	5	35
3	J/601/2552	Unit 330	Agree a budget	4	25
4	T/601/2580	Unit 421	Manage budgets	5	29
B10: INNOVATION AND CHANGE					
2	F/601/2517	Unit 227	Respond to change in a business environment	3	16
3	A/601/2547	Unit 326	Contribute to innovation in a business environment	4	30
4	K/601/2575	Unit 418	Contribute to innovation in a business environment	6	25
4	M/601/2576	Unit 419	Plan change for a team	6	22
B11: SPECIALISED BUSINESS SUPPORT SERVICES – HUMAN RESOURCES					
2	T/601/2790	Unit 229	Administer human resources records	3	20
2	A/601/2791	Unit 230	Administer the recruitment and selection process	4	30
B12: SPECIALISED BUSINESS SUPPORT SERVICES – PARKING					
3	L/601/2648	Unit 333	Administer parking and traffic challenges, representations and civil parking appeals	9	40
3	R/601/2649	Unit 334	Administer statutory parking and traffic appeals	9	45
3	J/601/2650	Unit 335	Administer parking and traffic debt recovery	9	54
2	J/601/2647	Unit 257	Administer parking dispensations	4	14
B13: SPECIALISED BUSINESS SUPPORT SERVICES – EDUCATION					
3	D/601/7787	Unit 332	Provide administrative support in schools	8	53
B14: SPECIALISED BUSINESS SUPPORT SERVICES – LEGAL					
3	H/601/7791	Unit 338	Administer legal files	7	25
3	K/601/7792	Unit 356	Build case files	4	20
3	M/601/7793	Unit 357	Manage case files	5	25
GROUP C: OPTIONAL UNITS					
C1: HEALTH, SAFETY AND SECURITY OF PEOPLE, PREMISES AND PROPERTY					
1	T/601/2465	Unit 113	Use occupational and safety guidelines when using keyboards	2	20

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
C2: IT					
2	F/502/4396	Unit 238	Bespoke software	3	20
2	J/502/4559	Unit 239	Data management software	3	20
2	M/502/4555	Unit 240	Database software	4	30
2	J/502/4156	Unit 241	Improving productivity using IT	4	30
2	Y/502/4257	Unit 242	IT security for users	2	15
2	M/502/4622	Unit 243	Presentation software	4	30
2	L/502/4210	Unit 244	Set up an IT system	4	30
2	F/502/4625	Unit 245	Spreadsheet software	4	30
2	F/502/4379	Unit 246	Using collaborative technologies	4	30
2	R/502/4631	Unit 247	Website software	4	30
2	R/502/4628	Unit 248	Word processing software	4	30
3	J/502/4397	Unit 342	Bespoke software	4	30
3	A/502/4560	Unit 343	Data management software	4	30
3	T/502/4556	Unit 344	Database software	6	45
3	L/502/4157	Unit 345	Improving productivity using IT	5	40
3	D/502/4258	Unit 346	IT security for users	3	20
3	T/502/4623	Unit 347	Presentation software	6	45
3	R/502/4211	Unit 348	Set up an IT system	5	40
3	J/502/4626	Unit 349	Spreadsheet software	6	45
3	T/502/4380	Unit 350	Using collaborative technologies	6	45
3	Y/502/4632	Unit 351	Website software	5	40
3	Y/502/4629	Unit 352	Word processing software	6	45
C4: LEADERSHIP AND MANAGEMENT					
4	K/600/9711	Unit 422	Manage physical resources	3	25
4	M/600/9712	Unit 423	Manage the environmental impact of work activities	5	10
4	T/600/9601	Unit 426	Provide leadership and direction for own area of responsibility	5	30
4	M/600/9676	Unit 427	Support learning and development within own area of responsibility	5	25
4	K/600/9661	Unit 428	Develop working relationships with colleagues and stakeholders	4	20

*** BARRED COMBINATIONS OPTIONAL GROUP B**

- A. Only one unit may be selected from unit 213 (Prepare text from notes – A/601/2483) or unit 214 (Prepare text from notes using touch typing (40 wpm) – F/601/2484) or unit 313 (Prepare text from notes using touch typing (60 wpm) – T/601/2532) from Group B3: Document Production
- B. Either unit 212 (Produce documents in a business environment – T/601/2482) or unit 312 (Design and produce documents in a business environment – M/601/2531) may be selected from Group B4: Document Production, but not both
- C. Either unit 215 (Prepare text from shorthand (60 wpm) – J/601/2485) or unit 314 (Prepare text from shorthand (80 wpm) – A/601/2533) may be selected from Group B4: Document Production, but not both
- D. Either unit 216 (Prepare text from recorded audio instruction (40 wpm) – L/601/2486) or unit 315 (Prepare text from recorded audio instruction (60 wpm) – F/601/2534) may be selected from Group B4: Document Production, but not both
- E. Either unit 223 (Support the organisation of an event – L/601/2505) or unit 320 (Plan and organise an event – R/601/2540) may be selected from Group B5: Events and Meetings, but not both
- F. Either unit 224 (Support the co-ordination of an event – D/601/2508) or unit 321 (Co-ordinate an event – Y/601/2541) may be selected from Group B5: Events and Meetings, but not both
- G. Either unit 225 (Support the organisation of business travel or accommodation – Y/601/2510) or unit 323 (Organise business travel or accommodation – H/601/2543) may be selected from Group B5: Events and Meetings, but not both
- H. Either unit 226 (Support the organisation of meetings – T/601/2515) or unit 322 (Plan and organise meetings – D/601/2542) may be selected from Group B5: Events and Meetings, but not both
- I. Either unit 211 (Provide reception services – K/601/2480) or unit 256 (Meet and welcome visitors – Y/601/2457) may be selected from Group B7: Customer Services, but not both
- J. Either unit 228 (Support the management and development of an information system – J/601/2518) or unit 411 (Manage and evaluate an information system – A/601/2564) may be selected from Group B8: Manage Information and Data, but not both
- K. Either unit 316 (Support the design and development of an information system – L/601/2536) or unit 410 (Design and develop an information system – T/601/2563) may be selected from Group B8: Manage Information and Data, but not both
- L. Either unit 326 (Contribute to innovation in a business environment – A/601/2547) or unit 418 (Contribute to innovation in a business environment – K/601/2575) may be selected from Group B10: Innovation and Change, but not both

**** BARRED COMBINATIONS OPTIONAL GROUP C**

Units with the same name at different levels (eg Set up an IT system) may be taken by candidates but the credits from only one of the units (whichever has the highest number of credits) will count towards a full qualification.

GUIDED LEARNING (GLH):

Minimum: 167

Maximum: 272

Progression opportunities

Candidates have the opportunity to progress within the suite of qualifications.

For example, a candidate achieving a Level 3 Certificate in Business and Administration may:

- Get recognition for competence in business and administration by progressing to the Level 3 Diploma in Business and Administration
- Get recognition for higher level achievement by progressing to a Level 4 qualification in Business and Administration

Learners may also progress, or within to employment as these qualifications provide evidence of achievement of a range of practical skills.

Form of assessment

Like all NVQs, these qualifications are competence-based. This means that they are linked to a person's ability to competently perform a range of tasks connected with their work.

These qualifications are internally assessed and internally verified by centre staff and externally verified by OCR Assessors.

Certification

There will be opportunities for candidates to claim both full award and unit certification.

The full award certificate will show the qualification title and QCA accreditation information.

The unit certificate will also show the credit value of the unit achieved.

Qualification support

OCR's website, www.ocr.org.uk, contains an area dedicated to these qualifications. The Centre Handbook includes guidance on the assessment and the units can be downloaded from this 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 024 76 851509.

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 024 76 496398.

What to do next?

To seek approval to offer this qualification, please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that 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 learners 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 learners and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: vocational.qualifications@ocr.org.uk; or in writing: OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ.

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees Booklet** (publication ref. code: A250) lists the charges for centre evaluation, learner entries and certification. Both publications are available to download from our website www.ocr.org.uk

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

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