

Certificate/Award in Business and Administration

04702 Level 1 Award in Business and Administration

04703 Level 1 Certificate in Business and Administration

Main features of the qualifications

The OCR Level 1 NVQ Award and Certificate in Business and Administration are designed to reflect the work of administration staff across a wide range of industries and types of organisation and for those who work with a high degree of support and supervision. They will provide a basic introduction to the requirements of the work place in the context of a business environment.

Introduction

Level 1 Award in Business and Administration

This qualification is a bite-size competence based qualification. It focuses on the basic tasks involved in working in an office. It is aimed at people who are new to this environment. Learners can progress to the Level 1 Certificate, or the Level 2 Award.

Level 1 Certificate in Business and Administration

This qualification provides evidence of competence in working in an office environment. Learners can choose optional units from a range of areas including customer service, communications and IT. They can progress to a Level 2 Award or Certificate in Business and Administration, or other Level 2 qualifications.

Target audience

The OCR Level 1 NVQ Award and Certificate in Business and Administration are aimed at people who are new to the business environment. The qualification will provide learners with introductory business functional areas from which they may achieve competence in a variety of contexts

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Qualification structures

OCR Level 1 Award in Business and Administration

To achieve a Level 1 Award in Business and Administration, you must complete a **minimum of 9 credits**:

1. **7 credits** must be completed from **GROUP A MANDATORY UNITS**; and,
2. A **minimum of 2 credits** from **GROUP B OPTIONAL UNITS**.

GROUP A: MANDATORY UNITS (7 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
1	A/601/2449	Unit 103	Work in a business environment	3	17
1	F/601/2453	Unit 106	Communicate in a business environment	4	21
GROUP B: OPTIONAL UNITS (Minimum of 2 credits)					
B1: WORK RESPONSIBILITIES					
1	A/601/2452	Unit 105	Work with other people in a business environment	2	9
B2: COMMUNICATIONS					
1	K/601/2446	Unit 107	Make and receive telephone calls	3	10
B3: CUSTOMER SERVICE					
1	L/601/2455	Unit 108	Assist in handling mail	2	10
2	Y/601/2457	Unit 256	Meet and welcome visitors	3	23
B4: MANAGE INFORMATION AND DATA					
1	Y/601/2460	Unit 111	Use a filing system	2	13
1	H/601/2462	Unit 112	Archive information	2	13
B5: BUSINESS RESOURCES					
2	H/601/2493	Unit 221	Use office equipment	4	18

GUIDED LEARNING HOURS (GLH):

Minimum: 47

Maximum: 51

OCR Level 1 Certificate in Business and Administration

Rules of Combination

To achieve a Level 1 Certificate in Business and Administration, you must complete a minimum of 15 credits:

1. **7 credits** must come from **GROUP A MANDATORY UNITS**
2. A **minimum of 4 credits** from **GROUP B OPTIONAL UNITS**; and
3. A **minimum of 4 further credits** must come from **GROUP B OPTIONAL UNITS** or **GROUP C OPTIONAL UNITS**

GROUP A: MANDATORY UNITS (7 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
1	A/601/2449	Unit 103	Work in a business environment	3	17
1	F/601/2453	Unit 106	Communicate in a business environment	4	21
GROUP B: OPTIONAL UNITS (Minimum of 4 credits)					
B1: WORK RESPONSIBILITIES					
1	M/601/2447	Unit 101	Manage own performance in a business environment	2	14
1	T/601/2448	Unit 102	Improve own performance in a business environment	1	7
1	M/601/2450	Unit 104	Solve business problems	3	14
1	A/601/2452	Unit 105	Work with other people in a business environment	2	9
B2: DOCUMENT PRODUCTION					
1	D/601/2458	Unit 110	Prepare text from notes using touch typing (20 wpm)	2	15
B3: EVENTS AND MEETINGS					
2	Y/601/2510	Unit 225	Support the organisation of business travel or accommodation	3	18
B4: COMMUNICATIONS					
1	K/601/2446	Unit 107	Make and receive telephone calls	3	10
B5: CUSTOMER SERVICE					
1	L/601/2455	Unit 108	Assist in handling mail	2	10
2	Y/601/2457	Unit 256	Meet and welcome visitors	3	23
B6: MANAGE INFORMATION AND DATA					
1	Y/601/2460	Unit 111	Use a filing system	2	13
1	H/601/2462	Unit 112	Archive information	2	13
B7: BUSINESS RESOURCES					
2	H/601/2493	Unit 221	Use office equipment	4	18
GROUP C: OPTIONAL UNITS					
C1: IT					
1	J/502/4299	Unit 114	Using email	2	15
1	L/502/4627	Unit 125	Word processing software	3	20
C2: 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

GUIDED LEARNING HOURS (GLH):

Minimum: 90

Maximum: 103

Progression opportunities

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

For example, a candidate achieving a Level 1 Award in Business and Administration may:

- progress to the Level 1 NVQ Certificate in Business and Administration.
- progress to the Level 2 NVQ suite of qualifications in Business and Administration.

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 QCDA 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 components, including 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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