

Award/Certificate/Diploma in Business and Administration

04704 Level 2 Award in Business and Administration

04705 Level 2 Certificate in Business and Administration

04706 Level 2 Diploma in Business and Administration

Main features of the qualifications

The OCR Level 2 NVQ Award, Certificate and Diploma 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 some autonomy and personal responsibility. They are aimed at candidates who work as part of a team and ensure the provision of information and resources to others.

The Level 2 Certificate is the direct replacement for the OCR Level 2 NVQ in Business and Administration. It meets the 'full' qualification threshold and is part of the Apprenticeship framework.

Introduction

Level 2 Award in Business and Administration

This qualification is a bite-size competence based qualification aimed at people who are in a supportive office-based role. Optional units include a focus on producing business documents, supporting meetings and events and effective communication. The Award can prepare candidates for the Level 2 certificate.

Level 2 Certificate in Business and Administration

This qualification provides evidence of competence of being in a supporting role in an office environment. Optional units provide opportunity to show understanding and skills in a variety of areas, including basic finance, IT and contributing to events. Learners can progress to the Level 2 Diploma, or to a Level 3 qualification.

Level 2 Diploma in Business and Administration

This qualification is a competence based qualification aimed at people who wish to specialise in business and administration functions in a supporting role. Learners can choose from a large bank of optional units, allowing them to show understanding and skills in a variety of areas, including human resources, document production, finance and managing information. On completion, learners can progress to a Level 3 qualification.

Target audience

The OCR Level 2 NVQ Award and Certificate in Business and Administration are aimed at people who work as part of a team and ensure the provision of information and resources to others. The qualifications will provide learners with introductory business functional areas from which they may achieve competence in a variety of contexts.

Qualification structures

OCR Level 2 Award in Business and Administration

To achieve a Level 2 Award in Business and Administration, you must complete a **minimum of 9 credits**, of which **six credits** must be selected from **level 2 units**:

1. **5 credits** must be completed from **GROUP A MANDATORY UNITS**; and,
2. **A minimum of 4 credits** from **GROUP B OPTIONAL UNITS** – please see barred combinations, below *

GROUP A: MANDATORY UNITS (5 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
2	F/601/2470	Unit 203	Work in a business environment	2	18
2	D/601/2475	Unit 206	Communicate in a business environment	3	18
GROUP B: OPTIONAL UNITS (Minimum of 4 credits)					
B1: WORK RESPONSIBILITIES					
2	F/601/2467	Unit 201	Manage own performance in a business environment	2	9
2	L/601/2469	Unit 202	Improve own performance in a business environment	2	6
2	L/601/2472	Unit 204	Solve business problems	4	12
2	Y/601/2474	Unit 205	Work with other people in a business environment	3	10
B2: 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
B3 : 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
B4: COMMUNICATIONS					
1	K/601/2446	Unit 107	Make and receive telephone calls	3	10
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
B5: 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
B6: 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
B7: 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
B8: INNOVATION AND CHANGE					
2	F/601/2517	Unit 227	Respond to change in a business environment	3	16
B9: 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

*** BARRED COMBINATIONS OPTIONAL GROUP B**

- Either unit 213 (Prepare text from notes – A/601/2483) or unit 214 (Prepare text from notes using touch typing (40 wpm) – F/601/2484) may be selected from Group B2: Document Production, but not both
- Either unit 211 (Provide reception services – K/601/2480) or unit 256 (Meet and welcome visitors – Y/601/2457) may be selected from Group B5: Customer Services, but not both

GUIDED LEARNING HOURS (GLH):

Minimum: 48

Maximum: 71

OCR Level 2 Certificate in Business and Administration

To achieve a Level 2 Certificate in Business and Administration, you must complete a **minimum of 21 credits**, of which **14 credits** must be selected from **level 2 units**:

1. **9 credits** must be completed from **GROUP A MANDATORY UNITS**; and,
2. A **minimum of 7 credits** must come from **GROUP B OPTIONAL UNITS** – please see barred combinations below *
3. A **minimum of 5 further credits** must from **GROUP B OPTIONAL UNITS** or **GROUP C OPTIONAL UNITS** – please see barred combinations below **

GROUP A MANDATORY UNITS (9 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
2	F/601/2467	Unit 201	Manage own performance in a business environment	2	9
2	L/601/2469	Unit 202	Improve own performance in a business environment	2	6
2	F/601/2470	Unit 203	Work in a business environment	2	18
2	D/601/2475	Unit 206	Communicate in a business environment	3	18
GROUP B OPTIONAL UNITS (Minimum of 7 credits)					
B1: WORK RESPONSIBILITIES					
2	L/601/2472	Unit 204	Solve business problems	4	12
2	Y/601/2474	Unit 205	Work with other people in a business environment	3	10

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B2: PROJECT MANAGEMENT					
3	J/601/2549	Unit 327	Contribute to running a project	5	30
B3: 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
B4 : 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
B5: COMMUNICATIONS					
1	K/601/2446	Unit 107	Make and receive telephone calls	3	10
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
B6: 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

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B7: 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
3	R/601/2537	Unit 317	Monitor information systems	7	30
3	Y/601/2538	Unit 318	Analyse and report data	6	30
B8: 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
B9: 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
B10: 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
B11: SPECIALISED BUSINESS SUPPORT SERVICES – PARKING					
2	J/601/2647	Unit 257	Administer parking dispensations	4	14
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					
1	A/502/4395	Unit 115	Bespoke software	2	15
1	F/502/4558	Unit 116	Data management software	2	15
1	H/502/4553	Unit 117	Database software	3	20
1	T/502/4153	Unit 118	Improving productivity using IT	3	20
1	R/502/4256	Unit 119	IT security for users	1	10
1	K/502/4621	Unit 120	Presentation software	3	20
1	Y/502/4209	Unit 121	Set up an IT system	3	20

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
1	A/502/4624	Unit 122	Spreadsheet software	3	20
1	A/502/4378	Unit 123	Using collaborative technologies	3	20
1	L/502/4630	Unit 124	Website software	3	20
1	L/502/4627	Unit 125	Word processing software	3	20
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

*** 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 B3: 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 B3: 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 B3: 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 B4: 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 B4: Events and Meetings, but not both
- G. 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 B4: Events and Meetings, but not both
- H. Either unit 211 (Provide reception services – K/601/2480) or unit 256 (Meet and welcome visitors – Y/601/2457) may be selected from Group B6: Customer Services, 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: 93

Maximum: 146

OCR Level 2 Diploma in Business and Administration

To achieve a Level 2 Diploma in Business and Administration, you must complete a **minimum of 37 credits**, of which **24 credits** must be selected from **units at level 2**:

1. **9 credits** must be completed from **GROUP A: MANDATORY UNITS**
2. A **minimum of 17 credits** from **GROUP B: OPTIONAL UNITS** – please see barred combinations below *
3. A **minimum of 11 further credits** must come from **GROUP B: OPTIONAL UNITS** or **GROUP C: OPTIONAL UNITS** – please see barred combinations below **

GROUP A: MANDATORY UNITS (9 credits)					
LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
2	F/601/2467	Unit 201	Manage own performance in a business environment	2	9
2	L/601/2469	Unit 202	Improve own performance in a business environment	2	6
2	F/601/2470	Unit 203	Work in a business environment	2	18
2	D/601/2475	Unit 206	Communicate in a business environment	3	18
GROUP B: OPTIONAL UNITS					
B1: WORK RESPONSIBILITIES					
2	L/601/2472	Unit 204	Solve business problems	4	12
2	Y/601/2474	Unit 205	Work with other people in a business environment	3	10
B2: PROJECT MANAGEMENT					
3	J/601/2549	Unit 327	Contribute to running a project	5	30
B3: 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
B4 : 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

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
3	Y/601/2541	Unit 321	Co-ordinate an event	4	30
3	D/601/2542	Unit 322	Plan and organise meetings	5	25
B5: COMMUNICATIONS					
1	K/601/2446	Unit 107	Make and receive telephone calls	3	10
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
B6: 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
B7: 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
3	R/601/2537	Unit 317	Monitor information systems	7	30
3	Y/601/2538	Unit 318	Analyse and report data	6	30
B8: 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
B9: 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

LEVEL	WBA UNIT NO.	UNIT NO.	UNIT TITLE	CREDITS	GLH
B10: 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
B11: SPECIALISED BUSINESS SUPPORT SERVICES – PARKING					
2	J/601/2647	Unit 257	Administer parking dispensations	4	14
GROUP C: OPTIONAL UNITS (Minimum of 11 credits)					
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					
1	A/502/4395	Unit 115	Bespoke software	2	15
1	F/502/4558	Unit 116	Data management software	2	15
1	H/502/4553	Unit 117	Database software	3	20
1	T/502/4153	Unit 118	Improving productivity using IT	3	20
1	R/502/4256	Unit 119	IT security for users	1	10
1	K/502/4621	Unit 120	Presentation software	3	20
1	Y/502/4209	Unit 121	Set up an IT system	3	20
1	A/502/4624	Unit 122	Spreadsheet software	3	20
1	A/502/4378	Unit 123	Using collaborative technologies	3	20
1	L/502/4630	Unit 124	Website software	3	20
1	L/502/4627	Unit 125	Word processing software	3	20
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

*** 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 B3: 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 B3: 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 B3: 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 B4: 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 B4: Events and Meetings, but not both
- G. 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 B4: Events and Meetings, but not both
- H. Either unit 211 (Provide reception services – K/601/2480) or unit 256 (Meet and welcome visitors – Y/601/2457) may be selected from Group B6: Customer Services, 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: 152

Maximum: 266

Progression opportunities

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

For example, a candidate achieving a Level 2 Award in Business and Administration may:

- Get recognition for competence in business and administration by progressing to the Level 2 Certificate in Business and Administration
- Get recognition for higher level achievement by progressing to a Level 3 qualification in Business and Administration

Learners may also progress 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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