

OCR NVQs in Business and Administration

Level 1 (Scheme Code 05557)

Level 2 (Scheme Code 05558)

Level 3 (Scheme Code 06607)

Level 4 (Scheme Code 05560)

Who are these NVQs for?

These NVQs are work-oriented qualifications and are suitable for those who undertake administration related activities. They are open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.

What is their purpose?

The aim of these qualifications is to recognise the skills and competences of candidates in the workplace. The qualifications provide individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration. The units encompass a broad range of competencies from the administration sector.

What are the benefits of these NVQs?

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to customers
- The opportunity to improve customer retention levels

datasheet

What is the structure of these NVQs?

OCR Level 1 NVQ in Business and Administration

To achieve a full award, candidates must complete four units in total from two mandatory units and two optional units.

Mandatory units

- 101 Carry out your responsibilities at work
- 102 Work within your business environment

Optional units

- 103 Welcome visitors
- 104 Handle mail
- 105 Store and retrieve information
- 106 Use IT to exchange information 1
- 107 Word processing software 1
- 108 Make and receive telephone calls
- 109 Use office equipment
- 110 Ensure your own actions reduce risks to health and safety

OCR Level 2 NVQ in Business and Administration

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Maintain customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT systems 2
- 213 Use IT to exchange information 2
- 214 Word processing software 2
- 215 Spreadsheet software 2
- 216 Database software 2
- 217 Presentation software 2
- 218 Specialist or bespoke software 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

OCR Level 3 NVQ in Business and Administration

To achieve a full award, candidates must complete six units in total from two mandatory units and four optional units. At least three optional units must be from group B.

Mandatory units

- 301 Carry out your responsibilities at work
- 302 Work within your business environment

Optional units – group A

- 110 Ensure your own actions reduce risks to health and safety
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 212 Use IT systems 2
- 213 Use IT to exchange information 2
- 216 Database software 2
- 217 Presentation software 2
- 218 Specialist or bespoke software 2
- 221 Prepare text from notes

Optional units – group B

- 303 Supervise an office facility
- 304 Procure products and services
- 305 Manage and evaluate customer relations
- 306 Managing the payroll function
- 307 Completing year-end procedures
- 308 Monitor information systems
- 309 Plan and run projects
- 310 Research, analyse and report information
- 311 Plan, organise and support meetings
- 312 Make a presentation
- 313 Organise and coordinate events
- 314 Word processing software 3
- 315 Spreadsheet software 3
- 316 Website software 2
- 317 Artwork and imaging software 2
- 318 Design and produce documents
- 319 Plan and implement innovation and change
- 320 Develop productive working relationships with colleagues
- 321 Provide leadership for your team
- 323 Prepare text from shorthand
- 324 Prepare text from recorded audio instruction

OCR Level 4 NVQ in Business and Administration

To achieve a full award, candidates must complete six units in total from two mandatory units and four optional units. At least three optional units must be from group B.

Mandatory units

- 401 Carry out your responsibilities at work
- 402 Work within your business environment

Optional units – group A

- 305 Manage and evaluate customer relations
- 310 Research, analyse and report information

Optional units – group B

- 403 Manage an office facility
- 404 Manage contracts
- 405 Negotiate and agree budgets
- 406 Monitor and review the implementation of corporate objectives, strategies and policies
- 407 Inform and facilitate corporate decision-making
- 408 Evaluate internal and external factors and promote partnership working
- 409 Manage risk

- 410 Create and manage information systems
- 411 Manage projects
- 412 Chair meetings
- 413 Promote innovation and change
- 414 Develop productive working relationships with colleagues and stakeholders
- 415 Allocate and monitor the progress and quality of work in your area of responsibility
- 416 Recruit, select and keep colleagues
- 417 Provide learning opportunities for colleagues
- 418 Provide leadership in your area of responsibility

Who is involved in the delivery of these NVQs?

Assessment centre

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer these qualifications, as long as it meets the criteria set out in the OCR publication 'Administrative Guide to Verified Qualifications' (reference code L526). This includes being able to provide suitably occupationally competent assessors and internal verifiers.

Once approved, an assessment centre will register candidates for the NVQ and allocate each candidate an assessor or assessors.

Trainer

The trainer will develop a candidate's knowledge, understanding and skills in relation to the NVQ that is being undertaken.

Trainers will:

- provide opportunities for learning
- provide ongoing mentoring to the candidate, including review and feedback on learning experiences and development of competence
- provide opportunities for a candidate to practice what they have learnt.

The assessment of competence at Levels 1 and 2 can take place at work, or in an approved realistic working environment. The assessment of competence at Levels 3 and 4 must take place at work. The use of simulation is not permitted in the Business and administration units, however, assessment of simulated activity is permitted in some imported units.

Assessor

The assessor will judge the evidence of a candidate's performance, knowledge and understanding against the units of competence in order to decide whether the candidate has demonstrated competence. The assessor will have suitable experience and be trained and qualified as an NVQ assessor. An assessor may be a candidate's line manager, a tutor at college, or someone specially appointed to this role. Assessments may also be carried out by a team of assessors.

The roles of trainer and assessor are inextricably linked and may be carried out by the same person, however, training activities must be clearly separated from assessment and only assessed

evidence of competence should be presented as evidence towards the NVQ. The roles of assessor and trainer must be separate and preferably, where an individual has advised on a candidate's development they should not be that candidate's only assessor.

Internal verifier

Each assessor's work must be checked and confirmed by an internal verifier who is usually a member of staff at the assessment centre. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

For full details of the experience and qualifications needed by assessors and internal verifiers, please refer to the Business and Administration NVQ centre handbook.

External verifier

The external verifier checks the assessment and internal verification decisions and processes made in the centre and authorises the claims for certificates. The external verifier is appointed by OCR.

How are these NVQs assessed?

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.

To gain an NVQ, a candidate must achieve the level of competence described in the NVQ units of competence.

What to do next?

Centres considering seeking approval to offer these qualifications (or any other qualification we offer) might be interested to know that OCR staff are available to help with any aspect of setting up an assessment centre. Through an advisory telephone call or visit centres can benefit from experience gained in existing centres. Many centres ask for help in the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels both in terms of staff and equipment
- the documents needed, both for the benefit of future candidates and to ensure a smooth-running operation
- help in filling in centre approval forms.

Further information may be requested from the OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ Telephone (024) 7685 1509 or email vocational.qualifications@ocr.org.uk

- A CD-ROM containing the standards and guidance on implementation of the OCR Business and Administration NVQs is available to purchase, from OCR Publications (0870 870 6622). Information is also available to view and download from OCR's website: www.ocr.org.uk.

- The OCR fees booklet (A250), which includes charges for centre evaluation, candidate registration and certification, is available from the OCR Customer Contact Centre. This publication may be downloaded from the OCR website.
- Full details of how to apply are given in the OCR Administrative Guide to Verified Qualifications (L526) which is included in the Centre Approval Pack, which is available from the Customer Customer Contact Centre. This publication may be downloaded from the OCR website.

OCR Levels 1, 2, 3 and 4 NVQs in Customer Service
 OCR Levels 2 and 3 Certificates in Customer Service
 OCR Levels 1, 2 and 3 NVQs for IT Users
 OCR Levels 1, 2 and 3 Certificates for IT Users (CLAiT, CLAiT Plus and CLAiT Advanced)
 OCR Levels 2, 3, 4 and 5 NVQs in Management
 OCR Nationals at levels 1, 2 and 3 (across a range of sectors)

Please contact the Customer Contact Centre if you would like further information on any of the above qualifications.

What other related OCR qualifications are available?

Other qualifications offered by OCR which may be of interest to you, include:

- Entry Level Certificate in Office Practice
- OCR Levels 1, 2 and 3 Certificates in Administration
- OCR Levels 2 and 3 Diplomas in Administration
- OCR Levels 2 and 3 Awards in Administration
- OCR Entry Level Award in Initial Text Processing
- OCR Levels 1, 2 and 3 Certificates in Text Processing

Who developed the standards for this qualification?

The Council for Administration (CfA) is the standards setting body responsible for development of national occupational standards which these qualifications are based on.

The Council for Administration
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 Vauxhall Walk
 London
 SE11 5EE

Web: www.cfa.uk.com

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

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General qualifications

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