

Business and Administration

Level 1, Level 2, Level 3, Level 4

Centre Handbook

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1 Introduction

1.1 About this Centre Handbook

This centre handbook contains important information for anyone working towards or involved in assessing or verifying the following qualifications:

OCR Level 1 NVQ in Business and Administration

OCR scheme code 05557

OCR Level 2 NVQ in Business and Administration

OCR scheme code 05558

OCR Level 3 NVQ in Business and Administration

OCR scheme code 06607

OCR Level 4 NVQ in Business and Administration

OCR scheme code 05560

1.2 What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification that assesses someone's competence (that is the skills, knowledge and understanding they have) within a work situation. NVQs are based on the national occupational standards that describe the level and breadth of performance expected of anyone working in the industry or sector that these NVQs cover. These NVQs are based on the national occupational standards developed by the Council for Administration (CfA). They are the government approved body who set the standards for the Administration sector.

The awarding body for this NVQ is Oxford Cambridge and RSA Examinations (OCR) and the regulatory body is the Qualifications and Curriculum Authority (QCA).

2 General Information

2.1 Qualification profile – OCR Level 1 NVQ in Business and Administration

Title	OCR Level 1 NVQ in Business and Administration	
OCR code	Scheme code 05557	
Level	This qualification has been accredited onto the National Qualifications Framework (NQF) at Level 1	
QAN	100/5197/1 (Qualification Accreditation Number)	
These qualifications are suitable for	This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisations and is for those who are working with a high degree of support and supervision. It is aimed at candidates who work as part of a team and ensure the provision of information and resources to others.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structures	To achieve a full OCR Level 1 NVQ in Business and Administration, a candidate must achieve 4 units made up of 2 mandatory units and 2 optional units.	
Assessment and grading	Like all NVQs, this qualification is competence-based . This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.	
Funding	This qualification has been accredited to the National Qualifications Framework (NQF) and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above.	
National occupational standards	This qualification relates to national occupational standards for Business and Administration at Level 1.	
Key Skills	Signposting to Key Skills is provided	
Last registration date*	31 July 2008	Revised date: 31 July 2010
Last certification date*	31 July 2009	Revised date: 31 July 2011

*OCR will inform centres of changes to these dates, and they are published on our website. All centre records must be updated accordingly.

2.2 Qualification profile – OCR Level 2 NVQ in Business and Administration

Title	OCR Level 2 NVQ in Business and Administration	
OCR code	Scheme code 05558	
Level	This qualification has been accredited onto the National Qualifications Framework (NQF) at Level 2	
QAN	100/5198/3 (Qualification Accreditation Number)	
These qualifications are suitable for	This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisations and is for those who are working with some autonomy and personal responsibility. It is aimed at candidates who work as part of a team and ensure the provision of information and resources to others.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structures	To achieve a full OCR Level 2 NVQ in Business and Administration, a candidate must achieve 5 units made up of 2 mandatory units and 3 optional units.	
Assessment and grading	Like all NVQs, this qualification is competence-based . This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.	
Funding	This qualification has been accredited to the National Qualifications Framework (NQF) and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above.	
National occupational standards	This qualification relates to national occupational standards for Business and Administration at Level 2.	
Key Skills	Signposting to Key Skills is provided	
Last registration date*	31 July 2008	Revised date: 31 July 2010
Last certification date*	31 July 2010	Revised date: 31 July 2012

*OCR will inform centres of changes to these dates, and they are published on our website. All centre records must be updated accordingly.

2.3 Qualification profile – OCR Level 3 NVQ in Business and Administration

Title	OCR Level 3 NVQ in Business and Administration	
OCR code	Scheme code 06607	
Level	This qualification has been accredited onto the National Qualifications Framework (NQF) at Level 3	
QAN	100/5199/5 (Qualification Accreditation Number)	
These qualifications are suitable for	This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisations and is for those who are working with a high degree of autonomy and personal responsibility. It is aimed at candidates who are involved in developing, implementing and maintaining administrative services for customers and clients.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structures	To achieve a full OCR Level 3 NVQ in Business and Administration, a candidate must achieve 6 units made up of 2 mandatory units and 4 optional units. The optional units are divided into groups A and B and candidates must choose at least 3 units from group B.	
Assessment and grading	Like all NVQs, this qualification is competence-based . This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.	
Funding	This qualification has been accredited to the National Qualifications Framework (NQF) and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above.	
National occupational standards	This qualification relates to national occupational standards for Business and Administration at Level 3.	
Key Skills	Signposting to Key Skills is provided	
Last registration date*	31 July 2008	Revised date: 31 July 2010
Last certification date*	31 July 2011	Revised date: 31 July 2013

*OCR will inform centres of changes to these dates, and they are published on our website. All centre records must be updated accordingly.

2.4 Qualification profile – OCR Level 4 NVQ in Business and Administration

Title	OCR Level 4 NVQ in Business and Administration	
OCR code	Scheme code 05560	
Level	This qualification has been accredited onto the National Qualifications Framework (NQF) at Level 4	
QAN	100/5200/8 (Qualification Accreditation Number)	
These qualifications are suitable for	This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisations and is for those who are working with autonomy and personal responsibility. It is aimed at candidates who are developing, implementing and monitoring administrative services within their organisation.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structures	To achieve a full OCR Level 4 NVQ in Business and Administration, a candidate must achieve 6 units made up of 2 mandatory units and 4 optional units. The optional units are divided into groups A and B and candidates must choose at least 3 units from group B.	
Assessment and grading	Like all NVQs, this qualification is competence-based . This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.	
Funding	This qualification has been accredited to the National Qualifications Framework (NQF) and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above.	
National occupational standards	This qualification relates to national occupational standards for Business and Administration at Level 4.	
Key Skills	Signposting to Key Skills is provided	
Last registration date*	31 July 2008	Revised date: 31 July 2010
Last certification date*	31 July 2011	Revised date: 31 July 2013

*OCR will inform centres of changes to these dates, and they are published on our website. All centre records must be updated accordingly.

2.5 Target market

These NVQs are designed to reflect the skills and knowledge of people who work in business and administration in a wide range of industries and types of organisation.

2.6 Qualification aims

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.

Candidates will be able to progress through the levels in the Business and Administration NVQ suite and the NVQs complement other vocational qualifications.

2.7 Entry requirements

These NVQs are work-orientated qualifications and are suitable for those who undertake administration related activities in their work. 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.

There should be equality of access for candidates regardless of work setting and patterns of work. Candidates must be enabled and supported to undertake this qualification.

All centre staff involved in the assessment or delivery of these qualifications should understand their requirements and, through initial assessment, match them to the needs and capabilities of individuals before entering them as candidates for this qualification.

2.8 Entry restrictions

Where a candidate has registered for a qualification, they should not enter with another awarding body for a qualification at the same level with the same title.

2.9 Progression opportunities

This qualification has also been designed to develop the skills, knowledge and understanding required to enable progression to and from qualifications along the vertical and horizontal planes in the National Qualifications Framework.

For example, a candidate achieving an OCR Level 3 NVQ in Business and Administration may:

- progress to the OCR Level 4 NVQ in Business and Administration **or**
- widen their skills and undertake other OCR work-based qualifications.

OCR offers a range of related qualifications in this vocational area. (Further details can be found in the section **Other related OCR qualifications**).

2.10 Mode of delivery

These qualifications are **competence-based**, linking a person's ability to competently perform a range of tasks connected with their work. This means that a person's skills, knowledge and competences are assessed mostly in the workplace in a practical way. (See **Assessment** section for further information.)

2.11 Assessment centre

Any organisation, whether it is a place of employment, college, school or private training organisation can be approved to offer these qualifications, as long as it meets the criteria set out in the OCR publication *The Administrative Guide to Verified Qualifications* (code L526). This includes being able to provide suitable assessors and internal verifiers. (For more information on how to become an OCR-approved assessment centre see section **Further Support and Information**).

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

2.12 Trainer/Teacher

The trainer/teacher may, where necessary, develop a candidate's knowledge, understanding and skills in relation to the NVQ that is being undertaken.

Trainers/Teachers 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 in a realistic, but safe and protected, working environment or, where this is not appropriate, in a simulated environment where allowed and as indicated. See each unit for details.

Please note that learning, and practising the learning, does not indicate competence in the workplace. The application of the learning will need to be assessed for competence to be decided.

Guidance on **recommended** qualifications for trainers and teachers can be found in the section **Assessor and internal verifier requirements**.

The roles of trainer/teacher and assessor are inextricably linked and may be carried out by the same person, however training and development activities must be clearly separated from assessment and only assessed evidence of competence should be presented as evidence towards the NVQ.

2.13 Assessor

Assessors will be appointed by approved centres to assess candidate performance and judge the validity of assessments.

The criteria for appointing assessors are set out in the section **Assessor and internal verifier requirements**. An assessor may be a candidate's line manager, a tutor at college, or someone specially appointed to this role as long as they fully meet the requirements of the role. Assessments may also be carried out by a team of assessors.

The roles of trainer/teacher and assessor are inextricably linked and may be carried out by the same person, however training and development activities must be clearly separated from assessment and only assessed evidence of competence should be presented as evidence towards the NVQ.

2.14 Internal verifier

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

Each assessor's work must be checked and confirmed by an **internal verifier** who is centre-appointed. The criteria for appointing internal verifiers are set in the section **Assessor and internal verifier requirements**. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

The internal verifier will observe assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of the qualification's requirements.

Some further information concerning the role of the internal verifier can be found in the section **Verification – how it works**.

2.15 External verifier

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

2.16 Wider issues

These qualifications provide the potential for centres to develop candidates' understanding of spiritual, moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations and European developments consistent with international agreements.

For example:

Unit 110 Ensure your own actions reduce risks to health and safety
(*health and safety considerations*)

Unit 207 Process customers' financial information
(*economic*)

Unit 319 Plan and implement innovation and change, Performance Indicator 10 – Monitor and evaluate change
(*sustainable development*)

Unit 402 Work within your business environment
(*spiritual, moral, ethical, social, legislative, cultural*)

2.17 Arrangements for candidates with particular requirements

Centres should ensure that all candidates are given equal opportunity to demonstrate their competence for the NVQ against specified criteria. All of the specified criteria must be met by all candidates independently and may not be reworded or omitted in any circumstances. However, candidates may use mechanical, electronic and other aids in order to demonstrate competence so long as the aids are generally commercially available and can feasibly be used on employers' premises. OCR's publication *Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements* (code L16) provides further advice on assessment arrangements for candidates with particular assessment requirements.

2.18 Delivery in Wales and Northern Ireland

The specification for these qualifications have been approved by the Department for Education, Lifelong Learning and Skills (DELLS) for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur the terms used have been selected as neutral, so that candidates may apply whatever is appropriate to their own situation.

We will provide specifications, assessments and supporting documentation in English.

Further information concerning the provision of assessment materials in Welsh and Irish may be obtained from the OCR Customer Contact Centre (telephone 024 76 851509).

2.19 Funding

These qualifications are accredited at Levels 1-4 of the National Qualifications Framework respectively and are eligible for funding. Should you require any more information please contact your appropriate funding body.

2.20 Appeals procedure

In exceptional circumstances, if a centre disagrees with a decision made by an OCR external verifier or evaluator the centre has the right to appeal.

Equally, if a candidate disagrees with the assessment decision, the candidate has the right to appeal.

You can get more information on the OCR appeals procedure in our publication *Administrative Guide to Verified Qualifications* (code L526). This publication is also available on the OCR website www.ocr.org.uk.

2.21 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or candidates, to the OCR Quality and Standards division.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to the OCR Quality and Standards division.

Further information is contained in the publication *Malpractice in Examinations and Assessment* (R322) which is available from OCR Customer Contact Centre: 024 76 851509.

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, eg the Principal of a College, the Head Teacher of a school, the Managing Director of a private Training Provider or the Group Training Manager of a major company.

3 Assessment

3.1 Assessment: How it works

It is the assessor's role to satisfy themselves that evidence is available for all the performance indicators, knowledge and evidence requirements before they can decide that a candidate has finished a unit.

Candidates may claim accreditation of prior achievement for any of the units, as long as the evidence fully meets the criteria and the candidate can prove that it is all their own work. It is important that assessors are convinced that the competence claimed is still current. If the assessors have some doubts, they should take steps to assess the candidate's competence directly. An initial assessment of candidates is recommended (see **Initial assessment**).

Each unit provides guidance on the assessment and evidence that could be produced by the candidates. The Level 1 and Level 2 Business and Administration units can be achieved in an approved realistic working environment where it is not possible for the candidate to acquire the evidence in a real working environment (see section **Realistic working environment**). Please refer to the individual imported units as to what is acceptable.

When assessors are satisfied that the candidate has met all of the requirements for a unit, they must confirm this by signing the Evidence Record Sheet and Knowledge Record Sheet for that unit to show that the assessment process is complete.

3.2 Initial assessment

It is important for centres to carry out some form of initial assessment that identifies what competence and knowledge a candidate already has and the gaps that they need to look at. This will help plan the assessment because it allows assessors to help candidates understand the best place to start collecting evidence. It will also identify units which candidates might have difficulty finishing. This is important at the initial assessment stage to ensure that candidates commence a programme leading to the appropriate NVQ at the appropriate level.

3.3 Assessment planning

Assessors must take responsibility for assessment planning with candidates. This will involve agreeing a number of issues with candidates including:

- finding the best source of evidence to use for particular units
- finding the best way of assessing the candidate
- confirming the best times, dates and places for the assessments to take place.

Assessors must make a note of their assessment planning and regularly give feedback to candidates. To help support this template forms are available in the section **Recording documents** within this centre handbook.

Initial and assessment planning are of particular importance in these Business and Administration NVQs.

Note: The two mandatory units at each level need to be assessed in the context of the selected optional units. Therefore it is important that ways of evidencing the mandatory units within the context of the optional units are considered at the planning stages.

3.4 Making assessment decisions

It is not necessary for candidates to meet **all** the criteria **every** time they carry out an activity but they must consistently provide enough evidence for assessors to believe that the candidate is competent in their working environment. Assessors should therefore be satisfied that the candidate has demonstrated competence over a reasonable period of time and they can reliably demonstrate it in the future.

In line with the Learning and Development standard A1, assessors should:

- plan with the candidates
- assess candidate performance, knowledge and understanding
- look at the evidence
- question and give feedback to the candidate working towards these qualifications.

You will notice that these Business and Administration NVQs do not generally specify a minimum number of times that a candidate should have evidence of performing a task before they can be deemed competent. Experience has shown that merely asking for multiple items of the same evidence does not actually guarantee competence. The assessor needs to make professional judgements about the quantity and quality of evidence needed, bearing in mind the golden rules about evidence for NVQs/SVQs. In every case the assessor needs to be sure the evidence is current and the candidate's own work. It must also be:

- valid
- reliable
- safe and manageable
- suitable to the needs of the candidate

Assessors should be careful to deal with the criteria as a whole when assessing a candidate's work. They cannot assess individual criteria separately, without recognising how all the units are connected to one another. All criteria must be completed before the assessor can sign the unit off as complete.

You can get more information on assessment in our publication, *Administrative Guide to Verified Qualifications* (code L526).

3.5 Ensuring sufficiency of evidence

Assessors must guarantee candidate evidence is authentic, valid, sufficient, current and reliable. Business and Administration units do not include information on the number of times that something needs to be assessed, or the length of time over which assessment should take place.

The CfA recommends that it is better for the candidate and assessor to present a number of different but related items of evidence, rather than essentially the same item in duplicate or triplicate.

For example, if you were assessing how well a candidate communicated with colleagues, it would be best to present a variety of evidence, for example:

- observation of the candidate interacting with colleagues, giving instructions and feedback
- work products – memos, email, notes
- questions – keep a record of the questions asked
- testimony – get a line manager to confirm candidate communication skills

For each unit evidence must be assessed from a variety of sources. True competence means consistent performance over time. Assessors must be sure that the evidence assessed confirms consistent performance. Both the assessment centre and external verifier need to have a high level of confidence in the quality of the assessment undertaken, and the consistent performance of the candidates to the standards. The administration standards do not specify minimum timescales, preferring to rely on the professional judgement of assessors and verifiers.

Some of the imported units, however, do specify timescales and you must ensure that these requirements are met.

3.6 Holistic assessment

The CfA supports the economic use of assessment. Assessors planning to assess on a limited number of occasions are advised to consider the following approach to holistic assessment:

- Identify the candidate's most important activities or processes at work
- Plan to assess each major activity or process at work
- Include the following assessment methods on each visit to the workplace:
 - professional discussion
 - observation of competence
 - examination of work products in situ
 - interviewing the candidate's line manager and/or colleagues at work

3.7 Separating training from assessment

Materials used for training, or evidence of the outcomes of training, are not evidence of competence and must be separated from the assessment process. Only assessed evidence of competence at work or in an approved realistic working environment should be presented for the NVQ/SVQ. The roles of assessor and trainer must also be separate.

3.8 Methods of assessment

It is the assessor's responsibility to agree the best method of assessing a candidate in relation to their individual circumstances. The methods agreed must be:

- valid
- reliable
- safe and manageable
- suitable to the needs of the candidate.

Valid

A valid assessment method is one that is capable of measuring the knowledge or skills in question. For example, a written test cannot measure a candidate's practical skills or their ability to work well with others.

Validity can also be compromised if a candidate does not understand what is required of them. For example, one valid method of assessing a candidate's knowledge and understanding is to question them. If the questions posed are difficult for the candidate to understand (not in terms of the content but the way they are phrased, for example), the validity of the assessment method is questionable.

As well as assessment methods being valid, the evidence presented must also be valid. For example, it would not be appropriate to simply present a copy of an organisation's health and safety policy as evidence towards **Unit 110, knowledge criterion 1 – your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974** as it would not allow valid assessment of that criterion. It would be more appropriate for the candidate and assessor to have a discussion about Health and Safety requirements and for the candidate to explain how this impacts on their work, illustrated with examples of their compliance to the requirements. This discussion could then be assessed by the assessor and recorded as evidence.

Reliable

A reliable method of assessment will produce consistent results for different assessors on each assessment occasion. Internal verifiers must make sure that all assessors' decisions are consistent. This is most easily achieved through the systematic provision of opportunities for assessors and internal verifiers to meet with each other – to share experiences and good practice, learn new skills, identify areas for individual and team development, and plan to use new techniques or increase understanding. This process is more commonly known as standardisation.

Safe and manageable

Assessors and internal verifiers must make sure that the assessment methods are safe and manageable and do not put unnecessary demands on the candidate and/or the organisation they work for.

Suitable to the needs of the candidate

OCR has tried to make sure that achievement of this NVQ is free from constraints outside the requirements of the candidate's job role.

Assessment arrangements can be changed, where the specifications allow. The type of any special arrangement will depend on a candidate's personal circumstances, their job role, and the

requirements of the particular unit (see **Arrangements for candidates with particular requirements**).

If centre staff think that any aspect of this NVQ unfairly restricts access and progression, they should talk to their OCR external verifier about this.

OCR, in partnership with the Council for Administration (CfA) and other awarding bodies, recognise the following four major sources of evidence for these NVQs:

Performance evidence

- 1 **observation** of performance at work
- 2 **examination of work products**

Supporting evidence

- 3 **questioning** (this includes verbal and written questions, questionnaires, professional discussion, etc)
- 4 **witness testimony** provided by a line manager, colleague or customer

Performance evidence can reflect how the candidate carried out the process or it can be the product of a candidate's work or a product relating to the candidate's competence.

For example:

The process that the candidate carries out is recorded in an observation by the assessor. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the NVQ.

The product of a candidate's work could be letters to or from external customers, or email messages to or from colleagues. Products relating to a candidate's competence could be minutes of a meeting.

After the assessor has examined the evidence, the assessor must record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

Questioning and examination of witness testimonies may also be used to support assessment of performance evidence but these should not be used as the primary assessment methods.

3.9 Performance evidence

Performance evidence provides proof of what a candidate can do. Sometimes, performance evidence can also provide evidence of what a candidate knows. Performance evidence can take the form of the following:

- products or outcomes of the candidate's work (for example, things that the candidate produced or worked on). The evidence presented for assessment may be the actual product or a record or photograph of the product. If group work is used as evidence, the candidate's contribution must be identified clearly.
- proof of the way the candidate carried out their work (that is, the process they went through). An assessor's observation of a candidate will provide performance evidence and will be suitable for these NVQs.

3.10 Observation

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may carry out observations for the assessment of these qualifications.

The assessor and candidate should plan observations together but it is the assessor's responsibility to record the observation properly, in a way that makes it clear how the performance relates to the national standards. Assessors should also provide some detail about the context of assessment.

After the observation has taken place, the assessor needs to record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

3.11 Examination of work products

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may examine the evidence for the assessment of these qualifications.

Work products are copies of work produced by the candidates, for example, emails, letters, reports, printouts, memos, etc. The evidence presented for assessment may be the actual product or a record or photograph of the product.

Assessors are encouraged to assess work products in situ. After the assessor has examined the evidence, the assessor must record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

Assessment centres using 'paperless portfolios' should first discuss their approach to assessment with OCR.

3.12 Questioning

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures
- check if a candidate understands principles and theories *and*
- collect information on the type and purpose of the processes a candidate has gone through.

Remember, questioning on its own would not be a valid test of a candidate's ability to do something. However, it would be a valid method to assess someone's knowledge. Assessors should ask open questions, that is questions where the candidate has to give an answer (other than 'yes' or 'no'). Assessors should also be careful to avoid complicated questions which may confuse the candidate.

It is important that assessors record assessment decisions after they have questioned the candidate. They must record enough information to justify the decisions they make. This does not mean that assessors must record, word for word, the questions put to the candidate and the answers the candidate gives. However, assessors must record enough information about what they asked and how the candidate replied to allow the assessment to be verified.

Questioning witnesses is normally an ongoing part of validating written witness statements. However, questioning witnesses should not just be used for this purpose. Assessors should be

able to speak to witnesses and record, in whatever way is suitable, the verbal statements of these witnesses. A record of verbal statement is a form of witness statement and could provide valuable evidence to confirm a candidate's competence over a period of time.

3.13 Professional discussion

Professional discussion is a single, or series of structured, planned and in depth discussions recorded by the assessor. It can be used to support observation reports, examination of work products and knowledge questionnaires. The assessor should guide the discussion by using open questioning, active listening and knowledge of the standards. The discussions can be recorded electronically or manually in paper, computer, audio or video files.

3.14 Witness testimonies

Witness testimonies can be used as supporting evidence of a candidate's performance. Such testimonies could be made verbally to the assessor or could be written in a short note.

If a witness provides a written statement they should include the following:

- the candidate's name
- the date, time and venue of the activity carried out
- a description of the activities performed by the candidate
- the date of writing the testimony
- a description of the witness's relationship to the candidate
- their signature and job title
- their contact details (such as telephone number).

If an assessor decides to get a verbal witness testimony through questioning, the type of information that should be recorded is:

- the name of the witness, candidate and assessor
- the date that the testimony was made
- a description of the witness's relationship to the candidate
- a description of the activities performed by the candidate which relate to the NVQ.

It is not appropriate for witness testimonies to contain a list of the performance criteria to which it relates. Witnesses must direct the information in their testimonies to describing what the candidate did. The assessor will then judge whether the candidate's activities demonstrate competence to the standards. It is not acceptable for candidates to produce written witness testimonies for witnesses to sign, to support an NVQ they are working towards.

3.15 Personal statements

This is a candidate's own account of what they did, backed up by reference to evidence or witnesses. Candidates can also produce logs or diaries, but again these should be supported by

product evidence or witness testimony. Personal statements must detail activities that candidates have carried out. It is not acceptable for personal statements to include hypothetical situations, or general comments from the candidate on their own performance. If a candidate chooses to give a verbal personal statement then their assessor must make a record of it. It is not appropriate for a personal statement to contain a list of the performance criteria to which it relates.

3.16 Where evidence comes from

Evidence may come from a number of different sources, for example:

- performance evidence may come from a candidate carrying out workplace activities
- knowledge evidence may come from a candidate carrying out workplace activities or from the candidate answering the assessor's questions.

3.17 Real work

Real work is 'where the candidate is engaged in activities that contribute to the aims of the organisation by whom they are employed' for example administrators in paid employment, administrators working in a voluntary capacity or on extensive work experience programmes.

3.18 Realistic working environment

For Levels 1 and 2 Business and Administration units evidence can be produced at work or in an approved realistic working environment (RWE).

A realistic working environment is one where the candidate is subjected to a work environment and is producing performance evidence subject to all of the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

for example learners in a model or virtual office.

Where assessment is to be carried out using a realistic working environment, the OCR external verifier will need to approve it on an individual basis before an assessment can begin. This needs to be endorsed by the external verifier on an annual basis and they will monitor the use of realistic working environments closely during external verification visits.

Internal verifiers are required to ensure that approved realistic working environments are only used for Level 1 and 2 candidates following the Business and Administration units (requirements for imported units are specified in that unit and must be adhered to) and that the prior approval of the external verifier has been sought and given. Internal verifiers must verify all evidence produced in a realistic working environment.

To help with this, it should be clearly identified on the candidate's evidence record sheet and knowledge record sheet if any evidence has been generated through the use of an approved realistic working environment by using the assessment method key RWE (see **recording assessment** for further information).

NB: Evidence produced for Level 3 and Level 4 Business and Administration units **must** be produced in a **real** work environment. The use of a **realistic** working environment is not permitted for Business and Administration units at these levels.

3.19 Contingencies

There are a number of areas in the Business and Administration NVQs that require some flexibility in the production and assessment of evidence, for example, in Unit 302 Work within your business environment, Performance Indicator 5 asks candidates to seek guidance on 'objectives, policies, systems, procedures and values'. This is not much of an issue if the candidate works in a medium or large organisation where all of the above would be in place, but could be an issue if the candidate works for a SME or micro organisation where not all of the above list will be available. The assessor may need to ask the candidate a series of 'what-if' questions that cover those performance indicators for Business and Administration units at Levels 1 and 2. For Business and Administration units at Levels 3 and 4 the candidate may need to complete an assignment or case study if they are unable to cover those performance indicators identified as contingencies through real performance. Further details can be found in the units of those performance indicators which have been identified as possible contingencies and where the use of 'what-if' questions or assignments or case studies can be employed.

3.20 Simulation

Other than the allowances for realistic working environment and contingencies in the Business and Administration units as described above no other form of simulation is acceptable anywhere else within the Business and Administration units. However, there are a number of imported units which may allow the use of simulation. Please refer to the requirements detailed within those units for information as to what is acceptable.

3.21 Using other related qualifications as evidence

Other qualifications can be used as supporting evidence in a candidate portfolio, providing the qualification is current and benchmarks to the national standards of work, or knowledge and understanding, for one or more units. However, it will only be supporting evidence, as assessors must make judgements about how the candidate demonstrates competence at work. These qualifications must not be confused with proxy qualifications that receive approval from CfA for which there is more information in the next paragraph.

3.22 Proxy qualifications

A proxy qualification is a qualification that can be used 'instead of' another qualification because it covers the same content.

Proxy qualifications are used to promote flexibility within learning and to take into account accreditation of prior achievement (APA).

There are two major benefits of proxy qualifications for both candidates and employers: added value and flexibility.

The CfA publish a list of proxy qualifications for single or cluster NVQ/SVQ units on its website www.cfa.uk.com

Approved proxy qualifications may be used as a substitute for single or clusters of NVQ/SVQ unit assessments. No separate assessment of competence at work is required. Where candidates have achieved one or more of the qualifications, assessors are required to verify original certificates and keep a certified copy of the certificate(s) in the candidate's portfolio.

3.23 Medium that can be used

Evidence can take many forms, for example, photographs, videos, audio tapes, CD-ROMs, floppy disks and paper-based or digitally formatted documents.

3.24 Amount of evidence needed

It is difficult to give a detailed answer to this question as it depends on the type of evidence collected and the judgement of assessors. The main principles, however, are as follows:

For a candidate to be judged competent in a Business and Administration unit, the evidence presented must satisfy all of the performance indicators, knowledge and evidence requirements. Please refer to the imported units to ensure all requirements are fully met. The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

The CfA recommends that it is better for the candidate and assessor to present a number of different but related items of evidence, rather than essentially the same item in duplicate or triplicate. For example, if you were assessing how well a candidate communicated with colleagues, it would be best to present a variety of evidence, for example:

- observation of the candidate interacting with colleagues, giving instructions and feedback
- work products – memos, email, notes
- questions – keep a record of the questions asked
- testimony – get a line manager to confirm candidate communication skills.

For each unit evidence must be assessed from a variety of sources. True competence means consistent performance over time. Assessors must be sure that the evidence assessed confirms consistent performance. Both the assessment centre and external verifier need to have a high

level of confidence in the quality of the assessment undertaken, and the consistent performance of the candidates to the standards. The administration standards do not specify minimum timescales, preferring to rely on the professional judgement of assessors and verifiers.

Some of the imported units, however, do specify timescales and you must ensure that these requirements are met.

OCR may accept some evidence from candidates who have been assessed in a language other than English, Welsh or Irish as long as there is enough evidence to show that candidates are competent in English, Welsh or Irish to the standard required for competent performance throughout the UK.

3.25 Cumulative assessment record (CAR)

As well as collecting evidence, candidates must record all their assessed evidence in their personal **cumulative assessment record (CAR)**. The CAR is the candidate's record of what evidence has been accepted as proof of competence and where that evidence can be found. It can also be used to record progress towards, and achievement of, units of competence.

To build a CAR a candidate will need to fill in an **evidence record sheet** and a **knowledge record sheet** for each unit.

Filling in the CAR is an ongoing process involving discussion and agreement between the candidate and their assessor. The candidate should fill in and keep the CAR while working towards their NVQ. An assessor may help the candidate complete the CAR if necessary.

Centres can design their own recording documents if they want to. You should talk about any document you want to use with your external verifier before you use them. OCR's publication *Administrative Guide to Verified Qualifications* (code L526) includes information and criteria for designing recording documents.

We have provided other forms and recording documents which assessors and candidates might want to use for these NVQs (see **Recording documents**).

3.26 Verification – how it works

Internal verification

It is the centre's responsibility to appoint an internal verifier to manage the internal verification process. The purpose of internal verification is to make sure and show that assessment is valid and consistent, through monitoring and sampling assessment decisions.

Internal verifiers (IVs) are responsible for monitoring the occupational competence of new and existing assessors. They can do this by:

- keeping copies of assessor/IV CVs and written statements
- maintaining records of personal interviews, for example appraisal or development interviews and observations of administrative competence at work
- benchmarking skills/practice to the Business and Administration NVQ/SVQ standards
- implementing CPD to maintain assessor/IV currency of occupational competence
- maintaining quality records of relevant work experience

- seeing and recording original evidence of relevant qualifications.

Internal verifiers must also maintain the currency of their own occupational competence to verify.

Internal verifiers must ensure approved realistic working environments are only used for Level 1 and 2 candidates. These realistic working environments must meet the criteria specified in the assessment strategy, and both the environment, and the candidate who will use the environment, need to be approved by the external verifier in advance of any assessment taking place. External verifiers will monitor the use of realistic working environments closely during external verification visits.

Considerable emphasis has been placed within this guidance on the professional judgements of assessors. This is key to ensuring quality in the determination and presentation of evidence. Research indicates that assessors do this best when they receive regular observations, ongoing support, constructive feedback and, when necessary, coaching from their internal verifier. Assessment centres should ensure that individual and collective confidence is built in judging evidence and making assessment decisions. This is most easily achieved through the systematic provision of opportunities for assessors and IVs to meet with each other – to share experiences and good practice, learn new skills, identify areas for individual and team development, and plan to use new techniques or increase understanding.

The role of the internal verifier is more fully explained in the *Administrative Guide to Verified Qualifications* (code L526).

External verification

We will appoint and train an external verifier who will visit the centre regularly to monitor the quality of assessments and internal verification.

External verifiers will want to interview candidates, assessors and internal verifiers during their visits. Assessment records and evidence for all candidates must also be available for verifiers to see if they ask to. It is the assessor's (and not the internal or external verifiers') responsibility to 'sign off' each unit of competence.

Centres should have the following available for each external verification visit:

- a list of candidates registered for these qualifications, together with their achievements to date plus any records of certification claims
- access to evidence (for example, up-to-date portfolios) and CARs
- completed Certification Record Forms (CRFs) and Certification Record Summary Sheets (UB99s) for those candidates claiming certification
- relevant assessors and selected candidates as requested by the external verifier (EV), including those whose certificates have been claimed through Direct Claims Status (DCS)
- all portfolios (access to evidence) relating to certificates claimed through DCS
- a copy of the external verifier's last visit report
- a sample signature list for all assessors and internal verifiers
- curriculum vitae and A and V or D unit certificates (where applicable) of new members of the assessment team
- all **centre records** (see **Centre records – assessment and verification** for more details)
- evidence of achieving action points since the last external verifier visit report
- notes of any action carried out due to particular points mentioned by the external verifier in any correspondence since their last visit

- recommendations to the external verifier
- appropriate equipment for assessing evidence (eg video recorders, web access) are available.

Centre records – assessment and verification

A centre must make sure that assessment and verification records are available for external verification purposes. Assessment and/or internal verification records must record the following minimum information:

- candidate's name
- the title and level of the NVQ they are taking
- candidate's start date on the programme and confirmation of registration with OCR
- name of the assessor
- name of the internal verifier
- date and outcome of the initial assessment of the candidate
- dates and details of candidate reviews and feedback sessions
- dates of all assessments and their outcomes (that is, the decision whether the candidate has met the requirements or not) cross-referenced to the unit
- enough detail of the assessment to justify the decision made
- dates and outcomes of internal verification
- action resulting from internal verification
- certification.

Records should show both formative assessment decisions (ongoing decision making), summative assessment decision, with feedback to the candidate.

4 Assessor and Internal Verifier requirements

4.1 Assessor requirements

Assessors must be suitably qualified for the assessor role they carry out.

They must hold the D32 and D33 units or the A1 unit or be working towards the A1 unit.

- A1 Assess candidates using a range of methods
- D32 Assess candidate performance
- D33 Assess candidate using differing sources of evidence

Unqualified assessors should have a clear action plan for achieving A1 within 18 months of beginning assessment.

Assessment decisions by assessors who are still working towards certification of A1 must be supported by a qualified assessor and internal verifier throughout their training period. Support for trainee assessors' decisions should be recorded by the qualified assessor. This can be achieved by counter-signing assessment decisions (in CARs or in the centre's internal assessment and verification records).

4.2 Internal verifier requirements

Internal verifiers must also hold the D34 unit (Internally verify the assessment process) or the V1 unit (Conduct internal quality assurance of the assessment process) or be working towards the V1 unit and it is recommended that they also hold Unit A1 or D32 and D33.

Unqualified internal verifiers should have a clear action plan for achieving Unit V1 within 18 months of beginning internal verification.

Verification carried out by internal verifiers who are still working towards certification of V1 must be supported by a qualified internal verifier throughout their training period. Support for trainee IV decisions should be recorded by the qualified IV. This can be achieved by counter-signing verification decisions (in CARs or in the centre's internal verification records).

Assessors and internal verifiers must possess the appropriate occupational competence to assess and verify the NVQs/SVQs in Business and Administration¹. Assessment centres are required to maintain continuous professional development records for all assessors and verifiers, showing how Business and Administration competence was originally acquired and is maintained and upgraded over time. Therefore, assessors and internal verifiers must also demonstrate occupational competence to assess or verify individual units in line with the requirements set out below.

Without a suitably qualified internal verifier, the approved assessment centre cannot submit claims for certification to OCR. (See OCR's *Administrative Guide to Verified Qualifications*, code L526.)

¹ These should be viewed as minimum requirements.

4.3 Assessing or verifying Levels 1-3 in Business and Administration

To assess or verify the Levels 1-3 Business and Administration NVQs/SVQs assessors and verifiers **must**:

- possess a Level 3 NVQ/SVQ in Business and Administration

or

- possess a vocational qualification closely related to the Business and Administration competences, at a minimum of Level 3

or

- for those units they wish to assess or verify have experience as a Level 3 administrator in the last three years

and

- a record of continuous professional development that is planned and reviewed on at least an annual basis.

Health and safety units – Levels 1-3

In line with guidance from the Employment National Training Organisation (ENTO), where there is assessment and verification of the health and safety units, assessors and verifiers must hold the relevant unit themselves or demonstrate:

- a good understanding of health and safety issues and have attended a recognised health and safety training course

and

- experience of contributing to health and safety within the workplace within the last five years.

4.4 Assessing or verifying Level 4 in Business and Administration

To assess or verify the Level 4 Business and Administration NVQ/SVQ assessors and verifiers must:

- possess a Level 4 Business and Administration NVQ/SVQ

or

- possess a vocational qualification closely related to the Business and Administration competences, at a minimum of Level 4

or

- for those units they wish to assess and verify have experience as a Level 4 administrator in the past five years

and

- a record of continuous professional development that is planned and reviewed on at least an annual basis.

All assessors and verifiers must receive appropriate induction to the NVQ/SVQ standards. They must also have access to ongoing training and updating on current Business and Administration issues and maintain their occupational competence to NVQ/SVQ Level 3 Business and Administration standards for Levels 1-3 and Level 4 Business and Administration standards for Level 4 NVQs/SVQs.

4.5 Verifying the occupational competence of assessors and internal verifiers

Before centres are approved to offer the NVQs/SVQs in Business and Administration, they must provide evidence of appropriate occupational competence for each member of the Business and Administration team in accordance with awarding body procedures.

The Business and Administration NVQs/SVQs cover a broad range of occupational activities, and it is very unlikely that any one member of the team will be occupationally competent in every unit.

After initial 'subject approval', external verification visits will investigate the maintenance and upgrading of the team's occupational competence in Business and Administration. Assessment centres must provide external verifiers with detailed records of continuous professional development for every member of the Business and Administration team.

Part experience in the field of administration

The use of business and administration competencies in modern job roles is widespread. There are likely to be potential assessors and verifiers of Business and Administration NVQs/SVQs who demonstrate competence in only a limited number of the units. This cannot be read as competence in the entire suite of units, and assessors and internal verifiers can only make judgements in areas where they are competent themselves. Should potential assessors or internal verifiers need to expand their level of competence to assess or verify other units, it is expected that centres should offer them opportunities to acquire skills, experience and competence either at work, or in industrial placements, as part of a continuous professional development process.

Notes for assessors and verifiers regarding occupational competence

All assessors and verifiers are expected to have gained their business and administration occupational experience in a real work administrative job role. While it is recognised that both assessors and verifiers need significant administrative skills, simply being an assessor or verifier does not provide individuals with occupational competence in business and administration.

The role of the external verifier is central in confirming and ensuring that centres are employing assessors and verifiers with the appropriate occupational competence. The following section gives some indications of poor practice that has been found when centres attempt to judge the occupational competence of assessors and verifiers. It also provides initial suggestions on the sorts of evidence that centres may wish to use to support their decisions on the occupational competence of assessors and verifiers.

The following unacceptable practices have occurred with regard to the occupational competence of assessors and verifiers in the field of business and administration:

- assessing an NVQ/SVQ, such as Customer Service, Management or IT, then assuming this can qualify as an automatic proxy to assess Business and Administration NVQs/SVQs
- having experience of working at a higher level in another occupation and then assuming this can automatically provide competence in business and administration. For instance, someone working at a high level of management will not have had the technical administrative experience required in the Level 3 NVQ/SVQ

- having assessed a lower level for a period of time and then assuming that this experience qualifies the assessor to assess a qualification at a higher level. All level 1, 2 and 3 assessors and verifiers must have had level 3 business and administration job roles and hold qualifications that support their knowledge and understanding, skill development or competence at work. All level 4 assessors and verifiers must have had level 4 business and administration job roles and hold qualifications that support their knowledge and understanding, skill development or competence at work.

Internally and externally verifying the occupational competence

Evidence regarding the appropriate occupational competence and continuous professional development of assessors and verifiers might include:

- the provision of CVs and/or written statements
- records of personal interviews – ‘development interview’
- identification of relevant qualifications
- identification of relevant and suitable work experience
- benchmarking of current skills/practice to Business and Administration standards
- and the provision of a continuous professional development log that demonstrates how occupational competence is maintained over time.

Continuous professional development needs to be reviewed on at least an annual basis.

Requirements to teach or train Business and Administration NVQs/SVQs in publicly funded centres.

The following qualifications are **recommended** for teachers and off-the-job trainers working with candidates on publicly funded programmes:

- trainers should hold, or be working towards, the Level 3 NVQ/SVQ in Learning and Development or equivalent and the Level 3 NVQ/SVQ in Business and Administration or equivalent for Business and Administration learners at levels 1-3
- trainers should hold, or be working towards, the Level 3 NVQ/SVQ in Learning and Development or equivalent and the Level 4 NVQ/SVQ in Business and Administration or equivalent for Business and Administration learners at level 4
- teachers should hold, or be working towards, the Level 4 NVQ/SVQ in Learning and Development or equivalent and the Level 3 NVQ/SVQ in Business and Administration for Business and Administration learners at levels 1-3
- teachers should hold, or be working towards, the Level 4 NVQ/SVQ in Learning and Development or equivalent and the Level 4 NVQ/SVQ in Business and Administration for Business and Administration learners at level 4.

All teachers and trainers should receive appropriate induction to the NVQ/SVQ standards and have access to ongoing training and updating on current issues relevant to the Business and Administration NVQ/SVQ standards.

Teacher and trainer occupational competence

All teachers and trainers should possess the appropriate occupational competence to deliver learning programmes for the NVQ/SVQs in Business and Administration. Centres should maintain continuous professional development records for all teachers and trainers showing how Business and Administration competence was originally acquired and is maintained and upgraded over time.

4.6 Occupational competence and qualifications for assessors and internal verifiers for specialist imported units

Internal Verifiers and assessors must meet the occupation competence requirements by demonstrating recent relevant experience in the specialist units in line with the administration occupational competence requirements as follows:

Accounting

Unit 306 – Managing the payroll function

Unit 307 – Completing year-end procedures

Please refer to the Accountancy Occupational Standards Group Assessment Strategy

Finance

Unit 207 – Process customer financial transactions

Unit 208 – Operate credit control procedures

Competence in financial administration.

Please refer to the Financial Services Skills Council Assessment Strategy

Information technology

Unit 106 – Use IT to exchange information Level 1

Unit 107 – Word processing software Level 1

Unit 212 – Use IT systems Level 2

Unit 213 – Use IT to exchange information Level 2

Unit 214 – Word processing software Level 2

Unit 215 – Spreadsheet software Level 2

Unit 216 – Database software Level 2

Unit 217 – Presentation software Level 2

Unit 218 – Specialist or bespoke software Level 2

Unit 314 – Word processing software Level 3

Unit 315 – Spreadsheet software Level 3

Unit 316 – Website software Level 2

Unit 317 – Artwork and imaging software Level 2

Competence in Information Technology.

Please refer to the e-skills UK Assessment Strategy

Management

Unit 320 – Develop productive working relationships with colleagues

Unit 321 – Provide leadership for your team

Unit 409 – Manage risk

Unit 414 – Develop productive working relationships with colleagues and stakeholders

Unit 415 – Allocate and monitor the progress and quality of work in your area of responsibility

Unit 416 – Recruit, select and keep colleagues

Unit 417 – Provide learning opportunities for colleagues

Unit 418 – Provide leadership in your area of responsibility

Please refer to the Management Standard Centre's Assessment Strategy

Secretarial

Unit 221 – Prepare text from notes

Unit 222 – Prepare text from shorthand

Unit 223 – Prepare text from recorded audio instruction

Unit 211 – Organise and support meetings

Competence in secretarial skills

Schools administration

Unit 334 – Provide administrative support in schools

Assessors should normally:

- Have gained the relevant unit themselves **or**
- Have gained the NCSL certificate or diploma in school business management **or**
- Have recent and relevant experience which involved one of the following:
 - Performing the roles covered by the standards they are assessing as an experienced practitioner; **or**
 - Being directly responsible for directing and supervising the work of those who are performing the functions in schools; **or**
 - Providing formal guidance and instruction to teachers and/or support staff on the effective performance of the functions covered by the standards which they are assessing.

Internal Verifiers should have recent and relevant experience of working in education, and must be familiar with the demands and opportunities afforded by work within a school environment.

5 Certification

5.1 Claiming certificates

The internal verifier must fill in a Certification Record Form (CRF) when a candidate has finished as much of the qualification as they want to at that time. This form can be requested from Operations, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ.

- You can only submit units that the candidate has finished.
- The candidate's assessor must have accepted and signed off the units.

If the candidate is claiming the full qualification, then we will issue two certificates:

- a certificate listing the units
- a certificate giving the full qualification title, for example **OCR Level 3 NVQ in Business and Administration**.

Candidates achieving one or more units of competence but who do not meet the requirements for a full certificate will receive a certificate listing the units they have achieved.

5.2 Ten-week rule

Candidates must be registered with us for the NVQ for at least ten weeks before they claim for certification for a full award.

6 Qualification Structure and Units

6.1 Qualification structure

The qualification structure describes all the units that are contained in the qualification and how many units the candidate needs to complete to achieve a full award. The qualification structures for levels 1 to 4 are in the section **Qualification specification**.

Each qualification includes one or more units from vocational areas other than Business and Administration. These vocational areas are Health and Safety, Information Technology (IT Users), Management, Financial Services and Accounting. These units have been included, or 'imported' to reflect the range of skills and knowledge of people who work in business and administration.

6.2 Unit format

Each unit contains:

- A brief **summary** of the unit content and the values that underpin the whole unit
- **Skills** that need to be applied in the unit
- **Performance indicators**, this details what tasks and activities the candidate must demonstrate their performance against
- **Knowledge**, what you need to know
- **Evidence requirements** specifies the amount and possible type of evidence needed to show competence.

6.3 Units

OCR Level 1 NVQ in Business and Administration

(Qualification Accreditation Number 100/5197/1)

To achieve this qualification, candidates must achieve 4 units made up of 2 mandatory units and 2 optional units.

Mandatory units

Unit 101	Carry out your responsibilities at work	D/103/1623
Unit 102	Work within your business environment	H/103/1624

Optional units

Unit 103	Welcome visitors	A/103/1631
Unit 104	Handle mail	F/103/1632
Unit 105	Store and retrieve information	J/103/1633
Unit 106	Use IT to exchange information Level 1	D/102/5711
Unit 107	Word processing software Level 1	T/102/5701
Unit 108	Make and receive telephone calls	L/103/1634

Unit 109	Use office equipment	R/103/1635
Unit 110	Ensure your own actions reduce risks to health and safety	H/102/5337

OCR Level 2 NVQ in Business and Administration

(Qualification Accreditation Number 100/5198/3)

To achieve this qualification, candidates must achieve 5 units made up of 2 mandatory units and 3 optional units.

Mandatory units

Unit 201	Carry out your responsibilities at work	K/103/1625
Unit 202	Work within your business environment	M/103/1626

Optional units

Unit 110	Ensure your own actions reduce risks to health and safety	H/102/5337
Unit 203	Maintain customer relations	Y/103/1636
Unit 204	Manage diary systems	D/103/1637
Unit 205	Organise business travel and accommodation	H/103/1638
Unit 206	Deal with visitors	K/103/1639
Unit 207	Process customer financial transactions	A/101/3968
Unit 208	Operate credit control procedures	T/101/3970
Unit 209	Store, retrieve and archive information	D/103/1640
Unit 210	Research and report information	H/103/1641
Unit 211	Organise and support meetings	K/103/1642
Unit 212	Use IT Systems Level 2	K/102/5730
Unit 213	Use IT to exchange information Level 2	M/102/5731
Unit 214	Word processing software Level 2	J/102/5721
Unit 215	Spreadsheet software Level 2	L/102/5722
Unit 216	Database software Level 2	R/102/5723
Unit 217	Presentation software Level 2	H/102/5726
Unit 218	Specialist or bespoke software Level 2	K/102/5727
Unit 219	Use a telephone system	M/103/1643
Unit 220	Operate office equipment	T/103/1644
Unit 221	Prepare text from notes	A/103/1645
Unit 222	Prepare text from shorthand	F/103/1646
Unit 223	Prepare text from recorded audio instruction	J/103/1647
Unit 224	Produce documents	L/103/1648
Unit 225	Work effectively with other people	R/103/1649

OCR Level 3 NVQ in Business and Administration

(Qualification Accreditation Number 100/5199/5)

To achieve this qualification, candidates must achieve 6 units made up of 2 mandatory units and 4 optional units. The optional units are divided into Groups A and B and candidates must choose at least 3 units from Group B.

Mandatory units

Unit 301	Carry out your responsibilities at work	A/103/1628
Unit 302	Work within your business environment	T/103/1627

Optional units

Group A

Unit 110	Ensure your own actions reduce risks to health and safety	H/102/5337
Unit 204	Manage diary systems	D/103/1637
Unit 205	Organise business travel and accommodation	H/103/1638
Unit 212	Use IT systems Level 2	K/102/5730
Unit 213	Use IT to exchange information Level 2	M/102/5731
Unit 216	Database software Level 2	R/102/5723
Unit 217	Presentation software Level 2	H/102/5726
Unit 218	Specialist or bespoke software Level 2	K/102/5727
Unit 221	Prepare text from notes	A/103/1645

Group B

Unit 303	Supervise an office facility	J/103/1650
Unit 304	Procure products and services	L/103/1651
Unit 305	Manage and evaluate customer relations	R/103/1652
Unit 306	Managing the payroll function	R/101/8092
Unit 307	Completing year-end procedures	Y/101/8093
Unit 308	Monitor information systems	Y/103/1653
Unit 309	Plan and run projects	D/103/1654
Unit 310	Research, analyse and report information	H/103/1655
Unit 311	Plan, organise and support meetings	K/103/1656
Unit 312	Make a presentation	M/103/1657
Unit 313	Organise and coordinate events	T/103/1658
Unit 314	Word processing software Level 3	Y/102/5741
Unit 315	Spreadsheet software Level 3	D/102/5742
Unit 316	Website software Level 2	Y/102/5724
Unit 317	Artwork and imaging software Level 2	D/102/5725
Unit 318	Design and produce documents	A/103/1659
Unit 319	Plan and implement innovation and change	M/103/1660
Unit 320	Develop productive working relationships with colleagues	J/103/1583
Unit 321	Provide leadership for you team	F/103/1582
Unit 323	Prepare text from shorthand	T/103/1661
Unit 324	Prepare text from recorded audio instruction	F/103/1663
Unit 334	Provide administrative support in schools	D/104/0130

OCR Level 4 NVQ in Business and Administration

(Qualification Accreditation Number 100/5200/8)

To achieve this qualification, candidates must achieve 6 units made up of 2 mandatory units and 4 optional units. The optional units are divided into Groups A and B and candidates must choose at least 3 units from Group B.

Mandatory units

Unit 401	Carry out your responsibilities at work	F/103/1629
Unit 402	Work within your business environment	T/103/1630

Optional units

Group A

Unit 305	Manage and evaluate customer relations	R/103/1652
Unit 310	Research, analyse and report information	H/103/1655

Group B

Unit 403	Manage an office facility	J/103/1664
Unit 404	Manage contracts	L/103/1665
Unit 405	Negotiate and agree budgets	R/103/1666
Unit 406	Monitor and review the implementation of corporate objectives, strategies and policies	Y/103/1667
Unit 407	Inform and facilitate corporate decision making	D/103/1668
Unit 408	Evaluate internal and external factors and promote partnership working	H/103/1669
Unit 409	Manage risk	J/103/1616
Unit 410	Create and manage information systems	Y/103/1670
Unit 411	Manage projects	D/103/1671
Unit 412	Chair meetings	H/103/1672
Unit 413	Promote innovation and change	K/103/1673
Unit 414	Develop productive working relationships with colleagues and stakeholders	R/103/1599
Unit 415	Allocate and monitor the progress and quality of work in your area of responsibility	D/103/1590
Unit 416	Recruit, select and keep colleagues	A/103/1595
Unit 417	Provide learning opportunities for colleagues	Y/103/1586
Unit 418	Provide leadership in your area of responsibility	H/103/1588

7 Evidence Requirements

7.1 Introduction

The CfA has worked in partnership with awarding bodies to develop the evidence requirements. These are intended to provide clarification on acceptable assessment methods and types of evidence needed for each unit. They also provide guidance on assessing contingencies, where these occur.

7.2 Role of the mandatory units

The mandatory units are designed to be assessed alongside evidence from optional units. Mandatory units should not be assessed separately and assessors should plan well to ensure that all the mandatory units' performance and knowledge indicators are covered by evidence produced from optional units. The choice of optional units for individual candidates is therefore critical and holistic assessment methods are encouraged.

8 Administration arrangements

8.1 Centre approval

To seek approval to offer these qualifications, centres must complete an application form. Centres who are new to OCR must complete an 'Application for Approval as an OCR Centre for N/VQs (VQ1)'. Centres who already offer NVQs with OCR must complete an 'Application for Approval to Run Additional N/VQs (VQ1a)'.

Once the application and supporting documentation has been submitted to OCR, the centre can expect to be contacted with a view to setting up an evaluation visit.

Before submitting the application form, centres are advised to read the OCR booklet *Administrative Guide to Verified Qualifications* (code L526) for more details on all aspects covered in this introduction, including full details of the approval process and criteria.

These forms are available from Operations, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ - Telephone 024 76 470033, Fax 024 76 468080.

8.2 OCR's advisory service

Centres considering seeking approval to offer this qualification (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.

More information on our advisory service can be requested from the OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ Telephone 024 76 851509 or email vocational.qualifications@ocr.org.uk

(Please note that as part of our quality assurance programme, your call may be recorded or monitored for training purposes.)

9 Recording Documentation

9.1 Recording assessment

All assessed evidence must be recorded (if possible by the candidate) in the CAR (see **cumulative assessment record**). OCR has provided master **evidence record sheets** and **knowledge record sheets**. When evidence is recorded on the record sheets, assessors must identify the method they have used to assess the evidence (see **recording the method of assessment below**). The centre's internal verifier and OCR's external verifier will look for this information when verifying the NVQ to ensure an appropriate range of assessment methods have been used.

It is not acceptable for the evidence record sheets and knowledge record sheets to act as the only assessment record. There must be records which describe the assessment decision made by the assessor based on how the evidence from the candidate meets the performance indicators and knowledge.

9.2 Recording the method of assessment

The evidence record sheets and knowledge record sheets include a box in which you must record the method of assessment. The following list shows the individual codes you should use when filling in these record sheets:

Method of assessment used	Code to be inserted on record sheet
Observation of the candidate by the assessor	O
Examination of the evidence by the assessor: Examination of a product	EP
Examination of the witness/expert testimony	EWT
Examination of a case history	ECH
Examination of a personal statement	EPS
Examination of written answers to questions	EWQ
Questioning of the candidate or witness by the assessor: Questioning of the candidate	QC
Questioning of the witness	QW
Professional Discussion	PD
Realistic working environment	RWE
Simulation	S

(Note: Simulation may be used within some of the imported units and it must only be used where it is specified as being acceptable, please refer to the requirements within the units.)

9.3 Recording documents

The following recording documents are included:

- Evidence Record Sheet (one for each unit)
- Knowledge Record Sheet (one for each unit)
- Evidence Summary Sheet
- Assessment Planning Record
- Assessment Decision Record
- Assessment Feedback Record
- Witness List
- Record of Achievement.

Evidence Record Sheet (one for each unit)

This form (or a suitable alternative) is **mandatory** for candidates' CARs. It is the vehicle for linking the evidence to the performance indicators. The evidence for the unit should be listed (as it is gathered) down the left hand side. The Evidence Record Sheet, where possible, should be completed by the candidate with the help of an assessor if necessary.

Knowledge Record Sheet (one for each unit)

This form (or a suitable alternative) is **mandatory** for candidates' CARs. It is the vehicle for linking the evidence to the knowledge. The evidence for the unit should be listed (as it is gathered) with a reference down the left hand side. The Knowledge Record Sheet, where possible, should be completed by the candidate with the help of an assessor if necessary.

You are free to design alternative recording sheets for your candidates and centre to use. They must meet certain criteria and be approved by your external verifier. Full details on the design and approval of recording sheets are described in *The Administrative Guide to Verified Qualifications* (reference code L526).

Evidence Summary Sheet (one for each unit)

This form is designed to list all of the assessed evidence, indicating its reference code and where it can be found. It also includes a column for identifying which method of assessment the assessor has used for each piece of evidence. It allows the candidate and assessor to see at a glance where to find each piece of evidence and which method of assessment has been used. It also includes a space at the top for the candidate's OCR registration number. The use of this form is **optional**.

Assessment Planning Record

This form (or a suitable alternative) is **mandatory** for centre records. It is designed to be completed by an assessor to capture when and how assessment planning took place.

Assessment Decision Record

This form (or a suitable alternative) is **mandatory** for centre records. It is designed to be completed by an assessor to capture the breadth of assessment methods used and the reasoning behind assessment decisions.

Assessment Feedback Record

This form (or a suitable alternative) is **mandatory** for centre records. It is designed to be completed by an assessor to provide candidates with written feedback after an assessment has been carried out. It can also be used to capture any feedback the candidate gives to the assessor.

Please note: the assessment planning, assessment decision and assessment feedback records do not need to be separate documents. One or two forms which combine these activities can be used as long as each stage is clearly recorded.

Witness List

This form is designed to capture all the necessary information about witnesses who have contributed to a candidate's evidence of competence. The use of this form is **optional**.

Record of achievement

This form is designed to record a candidate's progress through the qualification. It will show, at a glance, which units the assessor considers the candidate to have finished and to have met all the requirements for. The use of this form is **optional**.

10 Key Skills Signposting

Some candidates may want to put forward evidence from this NVQ towards their achievement of the individual Key Skills units. To show where evidence from an NVQ may also provide evidence opportunities for Key Skills, the Levels 1-4 Business and Administration units have been signposted to Key Skills 2004 specifications and are designed to help candidates to identify opportunities to:

- develop Key Skills within the context of developing occupational competence
- collect evidence of achievement of Key Skills along with evidence for the qualification being assessed.

Individual Key Skills units are available in the following six areas:

- Communication
- Application of Number
- Information Technology
- Working with Others
- Improving Own Learning and Performance
- Problem Solving

Signposting can only identify the possibility that a piece of evidence put forward for the NVQ may also meet the requirements of the Key Skills. Each piece of evidence must be assessed against the Key Skills specifications to see if it is suitable.

11 Other Related OCR Qualifications

OCR offers a wide range of qualifications that are related to the requirements of administration.

11.1 Vocational Qualifications

OCR Entry Level Certificate in Office Practice

OCR Levels 1, 2 and 3 Certificates in Administration

OCR Levels 2 and 3 Diplomas in Administration

OCR Entry Level Award in Initial Text Processing

OCR Levels 1, 2 and 3 Certificates in Text Processing

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)

These qualifications complement and support the activities undertaken with the Levels 1-4 NVQs in Business and Administration.

12 Further Support and Information

12.1 General enquiries

For general enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit OCR's website at www.ocr.org.uk, for further information on OCR qualifications and 'Interchange', OCR's secure extranet.

12.2 Centre Approval, Candidate Registration and Certification

Operations Customer Support on 024 76 470033 or:

Operations
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

12.3 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

The OCR Officer
Business and Administration NVQs
Qualifications Division
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

12.4 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Customer Support Division
Progress House
Westwood Way

Coventry CV4 8JQ

Telephone: 024 76 496 398
Fax: 024 76 496 399
Email: training@ocr.org.uk

12.5 OCR Publications

OCR's *Publications Catalogue (A410)* lists all the qualifications that OCR offers, and contains more detail on how to order publications. It is available to download from the OCR website at www.ocr.org.uk or to order from the OCR Customer Contact Centre by telephoning 024 76 851509.

If you would like to order any OCR publications, please contact:

OCR Publications
PO Box 5050
Annesley
Nottingham
NG15 0DL

Telephone: 0870 770 6622
Fax: 0870 770 6621
Email: publications@ocr.org.uk

OCR Support Materials prepare extra resources to help you deliver our qualifications. These support materials can be ordered from OCR Publications and more information about the materials can be obtained from support.materials@ocr.org.uk

12.6 Publications (related to this qualification)

Administrative Guide to Verified Qualifications (code L526)

Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements (code L16)