

OCR Awards, Certificates and Diplomas in Business Skills

Level 2 Award (06683) **Level 2 Certificate** (06684) **Level 2 Diploma** (06685)

Level 3 Award (06686) **Level 3 Certificate** (06687) **Level 3 Diploma** (06688)

Main features of the qualifications

- *All the qualifications have been accredited onto the Qualifications and Credit Framework*
- *Qualifications accredit cross-sector skills*
- *Centre approval, candidate registration and assessment follow the NVQ/VQ model*
- *Units are based on the national occupational standards from 5 sectors*
- *All units have been assigned a level and a credit value*
- *Candidates will have a great degree of flexibility to combine units into a qualification that reflects their job role or interest*
- *There is an opportunity for both full award and unit certification*

Introduction

The OCR Awards, Certificates and Diplomas in Business Skills are work-oriented qualifications which are suitable for candidates who use a variety of business skills to carry out their responsibilities at work. They give candidates an opportunity to demonstrate their knowledge, understanding and skills in a number of different skill areas, for example in the areas of administration, customer service, management, sales and marketing and health and safety.

These qualifications have been accredited as part of the Qualifications and Credit Framework (QCF).

Target audience

The qualifications at Level 2 are most appropriate for candidates who use a limited variety of skills, including administration and customer service skills, to carry out their job responsibilities at work.

The qualifications at Level 3 are most appropriate for candidates who use a wide variety of skills, including administration, customer service and management skills, to carry out their job responsibilities at work.

Qualification structures

The qualifications comprise units which are based on the national occupational standards from 5 different sectors: Business and administration, customer service, management, sales and marketing and health and safety.

Each unit has been given a level and has been assigned a credit value.

If a candidate wishes to achieve an Award, Certificate or Diploma in Business Skills, credits will need to be accumulated as described below.

Units

In order to achieve the Awards, Certificates and Diplomas in Business Skills, candidates need to achieve the units according to the rules of combinations specified in the tables below. The full list of unit groupings is given opposite:

OCR Level 2 Award in Business Skills

To achieve this qualification, candidates have to achieve at least 10 credits overall, 6 of which must be achieved at Level 2. Candidates need to achieve at least 5 credits from Group A. The remaining 5 credits can be achieved from either Group A or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business environment at either Level 2 or Level 3 towards the achievement of the full qualification.

If a candidate has been registered for and achieves this qualification, and has also gained the required amount of credit for the achievement of OCR's Level 2 Certificate in Business Skills qualification, they can register for the Level 2 Certificate in Business Skills by completing another registration form (D79), quoting the top-up scheme code 06734. Centres will be invoiced for the top-up fee.

OCR Level 2 Certificate in Business Skills

To achieve this qualification, candidates have to achieve at least 34 credits overall, 21 of which must be achieved at Level 2. Candidates need to achieve at least 12 credits from Group A and at least 5 credits from Group B. The remaining 17 credits can be achieved from either Group A or Group B or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business environment at either Level 2 or Level 3 towards the achievement of the full qualification.

If a candidate has been registered for and achieves this qualification, and has also gained the required amount of credit for the achievement of OCR's Level 2 Diploma in Business Skills qualification, they can register for the Level 2 Diploma in Business Skills by completing another registration form (D79), quoting the top-up scheme code 06735. Centres will be invoiced for the top-up fee.

OCR Level 2 Diploma in Business Skills

To achieve this qualification, candidates have to achieve at least 45 credits overall, 27 of which must be achieved at Level 2. Candidates need to achieve at least 15 credits from Group A and at least 10 credits from Group B. The remaining 20 credits can be achieved from either Group A or Group B or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business environment at either Level 2 or Level 3 towards the achievement of the full qualification.

Group A – Business and Administration units

Unit No	Unit title	QCA accreditation number	Level	Credit value
1	Produce documents	H/501/0796	2	7
2	Manage diary systems	J/501/0709	2	5
3	Research and report information	J/501/0726	2	7
4	Organise and support meetings	L/501/0730	2	8
5	Operate office equipment	R/501/0647	2	6
6	Plan and run projects	H/501/0636	3	10
7	Research, analyse and report information	K/501/0637	3	9
8	Design and produce documents	A/501/0710	3	7
9	Plan, organise and support meetings	M/501/0638	3	10
10	Make a presentation	M/501/0641	3	7
11	Carry out your responsibilities at work	R/501/0695	2	15
12	Work within your business environment	Y/501/0701	2	15
13	Carry out your responsibilities at work	R/501/0843	3	18
14	Work within your business environment	L/501/0839	3	18

Group B – Customer Service units

15	Provide customer service within the rules	Y/500/8978	1	5
16	Give the customer a positive impression of yourself and your organisation	M/500/8971	2	5
17	Deal with customers in writing or using ICT	Y/500/8916	3	7
18	Deliver reliable customer service	J/500/8829	2	5
19	Organise the delivery of reliable customer service	D/500/8917	3	8
20	Improve the customer relationship	A/500/8830	3	8
21	Resolve customer service problems	R/500/8977	2	6
22	Monitor and solve customer service problems	H/500/8918	3	7
23	Support customer service improvements	J/500/8975	2	5
24	Work with others to improve customer service	K/500/8919	3	7
25	Promote continuous improvement in customer service	F/500/8831	3	10

Group C – Management units

26	Allocate and check work in your team	R/501/0857	2	12
27	Allocate and monitor the progress and quality of work in your area of responsibility	Y/501/0858	4	14
28	Develop productive working relationships with colleagues	M/501/0428	2	9
29	Manage your own resources and professional development	M/501/0381	3	8
30	Provide leadership in your area of responsibility	J/501/0581	4	9
31	Recruit, select and keep colleagues	L/501/0582	3	13
32	Manage a project	T/501/1273	4	11
33	Encourage innovation in your team	L/501/0369	2	11
34	Manage a budget	H/501/1088	3	11

Group D – Sales and Marketing units

35	Develop and deliver a professional sales presentation	L/501/0646	2	7
36	Develop sales proposals and quotations	Y/501/0648	3	6
37	Develop, implement and monitor sales call plans	F/501/0644	3	7
38	Generate and follow up sales leads	Y/501/0374	3	7
39	Handle objections and close sales	D/501/0375	3	7
40	Manage and prioritise time for sales activities	M/501/0378	2	8
41	Monitor and evaluate sales team performance	Y/501/0178	3	8
42	Motivate sales professionals and sales partners	D/501/0179	3	8
43	Process customer orders and payments	H/501/0183	2	7
44	Sell products and services face-to-face	M/501/0185	2	7

Group E – Health and Safety units

45	Make sure your own actions reduce risks to health and safety	R/501/0874	2	5
46	Supervise the health, safety and welfare of a learner in the workplace	M/501/0865	4	4
47	Review Health & Safety procedures in workplaces	L/501/0856	3	3
48	Make sure your own actions in the workplace aim to protect the environment	J/501/0855	2	2
49	Conduct a Health & Safety assessment of a workplace	F/501/0854	3	3
50	Investigate and evaluate incidents and complaints in the workplace	L/501/1313	4	4
51	Promote a healthy and safe culture in the workplace	L/501/1375	4	4
52	Monitor procedures to safely control work operations	A/501/1274	3	4
53	Develop procedures to safely control work operations	K/501/0847	4	4
54	Identify, assess and control health and safety risks	D/501/0845	4	6

OCR Level 3 Award in Business Skills

To achieve this qualification, candidates have to achieve at least 12 credits overall, 8 of which must be achieved at Level 3. Candidates need to achieve at least 7 credits from Group A. The remaining 5 credits can be achieved from either Group A or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business environment at either Level 2 or Level 3 towards the achievement of the full qualification.

If a candidate has been registered for and achieves this qualification, and has also gained the required amount of credit for the achievement of OCR's Level 3 Certificate in Business Skills qualification, they can register for the Level 3 Certificate in Business Skills by completing another registration form (D79), quoting the top-up scheme code 06736. Centres will be invoiced for the top-up fee.

OCR Level 3 Certificate in Business Skills

To achieve this qualification, candidates have to achieve at least 36 credits overall, 22 of which must be achieved at Level 3. Candidates need to achieve at least 12 credits from Group A, at least 7 credits from Group B and at least 8 credits from Group C. The remaining 9 credits can be achieved from either Group A or Group B or Group C or Group D or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business

environment at either Level 2 or Level 3 towards the achievement of the full qualification.

If a candidate has been registered for (and achieves this qualification, and has also gained the required amount of credit for the achievement of OCR's Level 3 Diploma in Business Skills qualification, they can register for the Level 3 Diploma in Business Skills by completing another registration form (D79), quoting the top-up scheme code 06737. Centres will be invoiced for the top-up fee.

OCR Level 3 Diploma in Business Skills

To achieve this qualification, candidates have to achieve at least 47 credits overall, 28 of which must be achieved at Level 3. Candidates need to achieve at least 18 credits from Group A, at least 10 credits from Group B and at least 8 credits from Group C. The remaining 11 credits can be achieved from either Group A or Group B or Group C or a mixture of Groups A, B, C, D, E.

Candidates can only use the achievement of Carry out your responsibilities at work or Work within your business environment at either Level 2 or Level 3 towards the achievement of the full qualification.

Group A – Business and Administration units

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Progression opportunities

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

For example, a candidate achieving an OCR Level 2 Certificate in Business Skills may:

- get recognition for a wider skillset by progressing to the OCR Level 2 Diploma in Business Skills
- get recognition for higher level achievement by progressing to the OCR Level 3 Certificate in Business Skills

Candidates also have the opportunity to progress to other OCR work-based qualifications.

Form of assessment

The assessment of the units follows the NVQ model of assessment and verification. It is anticipated that the evidence required to meet the assessment criteria will be naturally occurring as part of the candidate's day to day work activities.

Certification

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

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

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

Qualification support

OCR's website, www.ocr.org.uk, contains an area dedicated to these qualifications. The Centre Handbook components, including guidance on the assessment, the units and key skills signposting can be downloaded from this web page.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on 024 76 851509.

OCR runs a regular programme of training workshops for tutors, assessors and verifiers. For more details, please contact OCR's Training and Customer Support Team on 024 76 496398.

How to gain centre approval

Centre approval will follow the N/VQ model. Full details on how to apply to become an OCR centre are given in the Administrative Guide to Verified qualifications (L526) which is included in our Centre Approval Pack which is available

from the Customer Contact Centre. This publication may also be downloaded from the OCR website.

Candidate entry

These qualifications will follow the same entry procedures as for other OCR N/VQs. Centres will register candidates for these qualifications by completing form D79 or by registering candidates on-line through Interchange.

Candidate Entry Fees

For current fees please consult the OCR Fees List (A250) which is available for download from the OCR website.

Centres will have an opportunity to either pay a registration fee per candidate and then a separate certification fee for each unit claimed or they will be able to pay a reduced fee up-front (Option 2 cost). In addition candidates will have the opportunity to pay a top-up fee if they have achieved the required amount of credit and wish to move up to the next level qualification (from a Level 2 Award to a Level 2 Certificate, from a Level 2 Certificate to a Level 2 Diploma or from a Level 3 Award to a Level 3 Certificate, from a Level 3 Certificate to a Level 3 Diploma).

What to do next?

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

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

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

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

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk

OCR

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



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