Administration (Business Professional) suite

Frequently Asked Questions

August 2022

This document relates to the 11 qualifications available in this suite.

OCR Scheme Code	Level	Qualification Title	Ofqual Qualification Numbers (QN)
03952	1	OCR Level 1 Award in Administration (Business Professional)	500/6218/9
03953	1	OCR Level 1 Certificate in Administration (Business Professional)	500/6122/7
03955	2	OCR Level 2 Award in Administration (Business Professional)	500/6124/0
03956	2	OCR Level 2 Certificate in Administration (Business Professional)	500/6563/4
03957	2	OCR Level 2 Diploma in Administration (Business Professional)	500/6125/2
03958	3	OCR Level 3 Award in Administration (Business Professional)	500/6483/6
03959	3	OCR Level 3 Certificate in Administration (Business Professional)	500/6484/8
03963	3	OCR Level 3 Diploma in Administration (Business Professional)	500/6485/X
03966	4	OCR Level 4 Award in Administration (Business Professional)	500/6488/5
03967	4	OCR Level 4 Certificate in Administration (Business Professional)	500/6489/7
03968	4	OCR Level 4 Diploma in Administration (Business Professional)	500/6490/3

1.   Are the Administration (Business Professional) qualifications competence-based?

No. These qualifications are designed to test underpinning knowledge, understanding and skills in administration. Many of the assessment criteria and related tasks in the model assignments will require written answers that demonstrate knowledge and understanding.

Some of the assessment criteria in some of the units are practical, however, and the related tasks require learners to demonstrate that they have mastered a skill or task. Practical assessment criteria in the Administration (Business Professional) suite are generally evidenced through a witness statement.

2.   How are the qualifications assessed?

All administration units in the suite are assessed in the centre then sent by post to OCR for moderation. Model assignments are available on the OCR website for each unit. Model assignments include a scenario or real-life situation and related tasks, together with tutor notes and candidate guidance sections. **Please note, model assignments are not sample assignments and should not be used for practice purposes. They are live assessment materials and in most cases provide the best method for assessing each unit.**

Model assignments will remain live for the life of the qualifications.

Centres may use the model assignment as an entire, holistic assessment for an individual unit or change it within specified tolerances. The most valid reason for adapting the assignments is individual learner need. For example, if a learner is on a work placement and can cover all or some of the requirements through real work; this may be more effective for the learner than using all or some of the model assignment.

Each assessment criterion in a unit must be achieved and evidenced by the learner. It is important that the evidence is clearly referenced for the OCR examiner-moderator. All the individual assessment criteria are tested in each model assignment. There is no grading in place – all units are pass/fail only.

A variety of types of evidence will be required, including short written answers, reports, completion of practical tasks and/or role plays. The type of evidence required depends on the individual unit and whether assessment criteria are knowledge or skills based. We have supplied templates for any relevant documentation, e.g. witness statements. Please see the section on assessment in the relevant centre handbook for further details.

3. How do the Text Processing (Business Professional) units work within the Administration (Business Professional) suite?

Prior achievement of certain Text Processing (Business Professional) units may be used towards some of the Administration (Business Professional) qualifications. Please see the individual qualification structure documents for full details as availability of units varies across different levels and Award, Certificate and Diploma structures.

4. Do I have to send in all my learners' work towards a qualification for moderation at the same time or should I send it unit by unit?

In order to save on postage costs, centres may wish to wait to wait until learners have finished the full qualification before sending work in for moderation. However, for the larger qualifications in particular, you may wish to receive feedback from the moderator on completed units to ensure that your centre is assessing work to an acceptable standard before progressing to further units. It may also be motivating for students to pass some units and achieve unit certification before moving on with the qualification.

It is entirely up to the centre to decide when to send in units for moderation and/or claim certification.

All units must be fully completed and assessed within the centre before being sent to the OCR examiner-moderator. The assessor must sign all the required documentation to confirm that all assessment criteria have been achieved for each unit. It is not possible to send in an unfinished unit to ask for feedback but advisory visits can be arranged prior to moderation if required.

The centre handbook and the [administration](#)page contains details of the procedures relating to moderation and certification.

5. I need assistance with the structure of the qualifications – where can I find help?

Please contact our Customer Support Centre on 01223 553998 or email support@ocr.org.uk.

6.   Is it easy for a learner to progress from an Award to a Certificate or a Certificate to a Diploma, or between levels?

Yes, the qualifications are designed to allow straightforward progression using the credit system. For example, a learner who has achieved the Level 2 Certificate carries forward the 18 or more credits they have gained (the exact value of credit gained will depend on the optional units chosen) and in order to achieve the Level Diploma would only need to gain a further 19 credits.

Credits achieved at one level may also be counted towards a qualification at a higher level, providing the unit from which the credit came is available in the higher level qualification. A learner who has achieved a Level 2 Diploma would be able to count the credit from most of the Level 2 or Level 3 units they had completed as part of this qualification towards a Level 3 Certificate, for example, but not the Level 2 mandatory units or any Level 1 units they had achieved as these units are not available in the Level 3 qualifications.

7.   Where can I find the model assignments?

All the Administration units in the suite are centre assessed and moderated by us, with no timetabled examinations. Live model assignments for each unit are available on the OCR website.

8.   Why do units from levels other than that of the individual full qualification appear in the Award, Certificate and Diploma qualifications?

This is a feature of these qualifications and will allow learners flexibility in their choice of learning programme. However, in most cases, it is possible to put together a qualification with all the units chosen at the same level if required. Other than fulfilment of the awarding rules for each qualification, centres are free to choose which units they will offer to their learners.

Regardless of the level of the full qualification towards which the credit is counted, each unit must be delivered and assessed at the level of the unit itself. For example, a learner may be working towards the Level 2 Diploma in Administration (Business Professional); as part of this, Unit 22 *Carry out Research and Prepare a Report* may be taken, but this is a Level 3 unit and must be assessed at Level 3. Centres are responsible for ensuring that the learner is able to meet the full demands of the assessment criteria for each unit taken.

9.   Are there any barred combinations within the qualifications?

The only barred combinations in each of the full qualifications relate to the Text Processing (Business Professional) units. Learners cannot use multiple Text Processing (Business Professional) units covering similar content towards an Administration (Business Professional) qualification. Please see the structure grid for each qualification level for full details – these can be found in the 'Key Documents' section of the webpage for each qualification.

10. How does my centre obtain approval to offer the Administration (Business Professional) suite?

New centres wishing to offer the qualifications should fill in the relevant Approvals form found on the [administration](#)page of our website.

11. Should centres use the named or unnamed route for entering candidates?

Both the named and unnamed routes are available for entries to these qualifications. The centre handbook contains details of the administrative procedures relating to entry.

12. Is unit entry permitted?

Yes; unit entry is available and a unit certificate can be claimed detailing each unit successfully achieved. There is no obligation to purchase full qualifications but this option often provides a discount in comparison to purchasing a full qualification unit by unit.

This FAQ document replaces all previously issued versions. Any printed copies of previous versions are no longer valid and should be destroyed.