

## **Vocational Qualifications (QCF, NVQ, NQF)**

### **Administration (Business Professional)**

Level 1 Award Administration (Business Professional) – **03952**

Level 1 Certificate Administration (Business Professional) – **03953**

Level 1 Diploma Administration (Business Professional) – **03954**

Level 2 Award Administration (Business Professional) – **03955**

Level 2 Certificate Administration (Business Professional) – **03956**

Level 2 Diploma Administration (Business Professional) – **03957**

Level 3 Award Administration (Business Professional) – **03958**

Level 3 Certificate Administration (Business Professional) – **03959**

Level 3 Diploma Administration (Business Professional) – **03963**

Level 4 Award Administration (Business Professional) – **03966**

Level 4 Certificate Administration (Business Professional) – **03967**

Level 4 Diploma Administration (Business Professional) – **03968**

## **OCR Report to Centres 2016 – 2017**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

© OCR 2018

## CONTENTS

### Vocational Qualifications (QCF, NVQ, NQF)

Level 1 Award Administration (Business Professional) –	<b>03952</b>
Level 1 Certificate Administration (Business Professional) –	<b>03953</b>
Level 1 Diploma Administration (Business Professional) –	<b>03954</b>
Level 2 Award Administration (Business Professional) –	<b>03955</b>
Level 2 Certificate Administration (Business Professional) –	<b>03956</b>
Level 2 Diploma Administration (Business Professional) –	<b>03957</b>
Level 3 Award Administration (Business Professional) –	<b>03958</b>
Level 3 Certificate Administration (Business Professional) –	<b>03959</b>
Level 3 Diploma Administration (Business Professional) –	<b>03963</b>
Level 4 Award Administration (Business Professional) –	<b>03966</b>
Level 4 Certificate Administration (Business Professional) –	<b>03967</b>
Level 4 Diploma Administration (Business Professional) –	<b>03968</b>

### OCR REPORT TO CENTRES

<b>Content</b>	<b>Page</b>
Levels 1-4 Administration (Business Professional)	4
1. Overview	4
2. General Comments	4

# Levels 1-4 Administration (Business Professional)

## 1. Overview

These schemes are aimed at developing learners' knowledge and understanding of the role of administrator from basic duties to senior administrator level and to enabling them to develop the necessary skills to support these roles. Learners achieve this through: role play, work based learning and realistic working environments supported by activities such as note taking, accurate report writing, operation of equipment and the successful completion of a range of administrative tasks.

The qualification is designed to enable learners to develop their understanding and application of the administrator role from level 1 where the tasks are simple and straightforward up to level 4 where learners are expected to analyse and evaluate situations and documentation and make high level decisions and carry out complex tasks.

There is no bar to learners entering at any level as long as the centre is able to provide an appropriate learning environment.

Experienced centres ensure that learners provide work of the accepted level and often to a very good standard. Level three learners have gone on to higher education using these qualifications, as part of their submission. Learners with work-based experience undertake the qualification to update their skills or prepare them for future roles, whereas learners without prior experiences are preparing for a career or further education opportunities.

The issues which are most common are: a failure to understand the depth and range of knowledge and practice required at a particular level especially at level 3 and 4. Centres do not always realise that a level three unit within a level 2 scheme, for example requires the learner to provide evidence of a level 3 standard even though the overall award will be level 2. Very poor English and failure to appreciate that in areas such as finance, no errors are permitted still result in work being withdrawn but this tends to be for new centre assessors.

## 2. General Comments

There are relative few submissions for level 1 but these are normally well done. The issues tend to arise when poor English or grammatical errors are not corrected by the learner prior to submission.

The Level 1 diploma has been withdrawn and the final entry date was 31<sup>st</sup> August 2017. Certification, for those who have registered by this date, is available until 31<sup>st</sup> August 2018. While all level 1 schemes provide the learner with the opportunity to attempt at least one level 2 unit, with the withdrawal of the text processing units following the final sitting in Summer 2017 and a final resit in Autumn 2017, the diploma would require learners to undertake a majority of units at level 2 and this was not appropriate.

Most submissions are for levels 2 and 3.

Level 2 and 3 have improved but there is still a tendency for Centres not to appreciate the need for accuracy in unit 11 which deals with finance. Even petty cash must be accurately recorded using appropriate location of the monies to the correct column and the disaggregation of all VAT from the total claim.

Level 4 submissions are normally very well done with some excellent work.

**OCR (Oxford Cambridge and RSA Examinations)**  
**1 Hills Road**  
**Cambridge**  
**CB1 2EU**

**OCR Customer Contact Centre**

Telephone: 02476 851509  
Fax: 02476 421944  
Email: [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

[www.ocr.org.uk](http://www.ocr.org.uk)

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored

**Oxford Cambridge and RSA Examinations**  
is a Company Limited by Guarantee  
Registered in England  
Registered Office; 1 Hills Road, Cambridge, CB1 2EU  
Registered Company Number: 3484466  
OCR is an exempt Charity

**OCR (Oxford Cambridge and RSA Examinations)**  
Head office  
Telephone: 01223 552552  
Facsimile: 01223 552553

© OCR 2018

