

OCN LONDON

QUALIFICATION GUIDE

Level 4 Qualifications in Business Administration



OCN London Qualification Guide

OCNLR Level 4 Award in Business Administration
Qualification No: 603/1391/2

OCNLR Level 4 Certificate in Business Administration*
Qualification No: 603/1393/6

OCNLR Level 4 Diploma in Business Administration**
Qualification No: 603/1394/8

*Please note:

A 'Statement of Purpose' is available for the Level 4 **Certificate** in Business Administration which summarises this qualification and its outcomes for learners or potential learners, at:

<http://www.ocnlondon.org.uk/Portals/0/Documents/OCN%20London%20Qualification%20Guide/Unit%20Guides/Purpose%20statements/L4%20Certificate%20in%20Business%20Administration.pdf>

** Please Note:

A 'Statement of Purpose' is available for the Level 4 **Diploma** in Business Administration which summarises this qualification and its outcomes for learners or potential learners at:

<http://www.ocnlondon.org.uk/Portals/0/Documents/OCN%20London%20Qualification%20Guide/Unit%20Guides/Purpose%20statements/L4%20Diploma%20in%20Business%20Administration.pdf>

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing responsive, innovative learning solutions and qualifications for disadvantaged groups to meet the needs of learners not met by other Awarding Organisations.

At the heart of what OCN London offers is:

- A commitment to inclusive credit-based learning;
- The creative use of credit with responsive, demand-led qualification development;
- High quality service and support;
- Respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- The development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

To get to a section in this electronic guide, click on the heading in the table of contents, on page 4. To return to the contents page, click again on any major heading within the document. Users can of course also scroll through pages in the usual way.

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General Information

This qualification guide contains details of everything you need to know about the [OCNLR Level 4 Award, Certificate and Diploma in Business Administration](#). It makes reference to the curriculum areas covered, identifies the learners for whom the qualifications have been developed and specifies the rules of combination for achievement of the qualifications. The guide also covers any important aspects of assessment and moderation that are particular to the qualifications. The guide should be used by all of those involved in the delivery and assessment of the qualifications.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer these qualifications. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use these qualifications, then please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The **OCNLR Level 4 suite of qualifications in Business Administration** have been developed for learners who work, or wish to work, in a managerial or senior administrator capacity within a business environment. Learners undertaking the **OCNLR Level 4 Award, Certificate and Diploma in Business Administration** will gain an understanding of key business and administration principles, including working with and managing others, quality and logistical management, and the skills required to drive business improvement strategies. They will also learn about the principles of personal responsibilities and how to develop and evaluate their own performance.

The **OCNLR Level 4 Award, Certificate and Diploma in Business Administration** are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF).

This suite of qualifications is based on the National Occupational Standards for Business and Administration developed by Skills CFA.

Qualification levels

The **OCNLR Level 4 suite of qualifications in Business Administration** is available at Level 4 and as an Award, Certificate or Diploma.

Level 4 Award in Business Administration

- Qualification Number: 603/1391/2
- Qualification credit value: 12
- Operational start date: 01 May 2017
- Review date: 30 April 2022
- Guided Learning Hours (GLH): 83
- Total Qualification Time (TQT): 120
- Assessment requirements: Internally assessed, internally and externally moderated.

Level 4 Certificate in Business Administration

- Qualification Number: 603/1393/6
- Qualification credit value: 28
- Operational start date: 01 May 2017
- Review date: 30 April 2022
- Guided Learning Hours (GLH): 188
- Total Qualification Time (TQT): 280
- Assessment requirements: Internally assessed, internally and externally moderated.

Level 4 Diploma in Business Administration

- Qualification Number: 603/1394/8
- Qualification credit value: 42
- Operational start date: 01 May 2017
- Review date: 30 April 2022
- Guided Learning Hours (GLH): 281
- Total Qualification Time (TQT): 420
- Assessment requirements: Internally assessed, internally and externally moderated.

Purpose of the qualifications

The purpose of the **OCNLR Level 4 suite of qualifications in Business Administration** is to provide learners, entering a business environment, the opportunity to develop proficiency in key business functions within the fields of Business Management, Customer Service and Marketing, Finance and HRM, Operations and Logistics; and to provide learners already operating in a business environment, opportunities to extend their knowledge and skills in order to advance their careers.

Who the qualification is for

The **OCNLR Level 4 Award, Certificate and Diploma in Business Administration** are suitable for learners who:

- work, or wish to work, in a business environment as a manager or senior administrator and want to enhance their career prospects;
- want to specialise in higher order business administration functions;
- want to progress into/within a management/senior administrative role, such as Office/Programme Manager or Executive Assistant;
- are looking to add to their employment skills and knowledge in the following business areas – Business Management, Customer Service and Marketing, Finance and HRM, Operations and Logistics;
- wish to continue their professional development.

Entry guidance

The qualifications are suitable for learners aged 18 years and above.

Progression and related qualifications

The **OCNLR Level 4 suite of qualifications in Business Administration** provide a sound basis for learners to enhance their careers in their current employment or in new areas of employment in related vocational areas.

Learners achieving the **OCNLR Level 4 Award or Certificate in Business Administration** may wish to continue their studies to the next sized qualification in the same suite, or progress to further study at the same level or Levels 5 in business administration or related subject areas.

Structure of the Qualification

Rules of combination for achievement

The **OCNLR Level 4 Qualifications in Business Administration** contain mandatory units and a range of optional units:

- Group 1: Mandatory units
- Group 2: Optional units grouped into the subject areas of Business Management, Customer Service and Marketing, Finance & Human Resource Management and Operations and Logistics.

To achieve the **OCNLR Level 4 Award in Business Administration** learners must achieve 12 credits.

- 4 credits from 'Business Administration Systems' from Group 1
- 8 (or more) credits from Group 2, excluding barred combinations
- 9 credits must at Level 4 or above.

To achieve the **OCNLR Level 4 Certificate in Business Administration** learners must achieve 28 credits.

- 12 credits from Group 1
- 16 credits (or more) from Group 2, excluding barred combinations
- 21 credits must at Level 4 or above.

To achieve the **OCNLR Level 4 Diploma in Business Administration** learners must achieve 42 credits.

- 12 credits from Group 1
- 30 (or more) credits from Group 2, excluding barred combinations
- 32 credits must at Level 4 or above.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Group 1					
H/615/6609	AA3/4/LQ/003	Business Administration Systems	4	4	30
T/615/6615	AA3/4/LQ/004	Communicating In A Business	4	4	28
R/615/6640	AA3/3/LQ/013	Managing Self-Development	3	4	30
Group 2					
Business Management					
D/615/6611	AA3/3/LQ/010	Business Continuity Planning	3	4	25
H/615/6612	AA3/5/LQ/001	Business Risk Management	5	5	35
K/615/6613	AA3/3/LQ/011	Chair Meetings	3	2	20
F/615/6617	AA3/4/LQ/006	Corporate Social Responsibility	4	5	35
H/615/6626	AA3/4/LQ/010	Entrepreneurship and Small Business Management	4	4	28
R/615/6637	AA3/4/LQ/014	Leadership And Management Styles	4	2	15
F/615/6648	AA3/4/LQ/019	Planning Events	4	4	32
A/615/6650	AA3/4/LQ/021	Principles Of Business Strategic Planning And Development	4	6	48
L/615/6653	AA3/4/LQ/024	Principles Of Management And Leadership In Organisations	4	6	42
K/615/6658	AA3/4/LQ/028	Principles of Office Management	4	3	25
D/615/6656	AA3/4/LQ/026	Principles Of Project Management	4	7	49
Customer Service & Marketing					
L/615/6622	AA3/4/LQ/007	Customer Service Applications of Social Media	4	4	25
Y/615/6624	AA3/4/LQ/009	E-Commerce	4	6	50
L/615/6636	AA3/4/LQ/013	Internet Marketing	4	7	60
F/615/6651	AA3/4/LQ/022	Principles Of Customer Service Management	4	7	60
J/615/6652	AA3/4/LQ/023	Principles Of Internet And E-Business	4	8	64
R/615/6654	AA3/5/LQ/005	Principles Of Marketing	5	8	53
R/615/6668	AA3/4/LQ/036	Public Relations In A Business Context	4	4	30

M/615/6662	AA3/4/LQ/030	Stakeholder Engagement And Management	4	4	28
J/615/6666	AA3/4/LQ/034	Understanding Business Proposals	4	6	48
Finance & Human Resource Management					
D/615/6608	AA3/4/LQ/002	Appraising and Supporting Performance	4	3	25
M/615/6614	AA3/3/LQ/012	Collaborating With Other Departments	3	3	18
J/615/6621	AA3/4/LQ/038	Culture And Ethics In Business	4	5	35
R/615/6623	AA3/4/LQ/008	Develop And Maintain Professional Networks	4	3	21
D/615/6625	AA3/5/LQ/002	Employment Law	5	6	45
K/615/6627	AA3/5/LQ/003	Finance For Administrative Managers	5	4	30
M/615/6628	AA3/4/LQ/011	Human Resource Management	4	4	30
Y/615/6638	AA3/4/LQ/015	Managing Information And Knowledge	4	5	40
D/615/6639	AA3/4/LQ/016	Managing People And Performance In A Business Environment	4	6	40
A/615/6647	AA3/4/LQ/018	Plan Change For A Team	4	6	40
J/615/6649	AA3/4/LQ/020	Principles of Budget Management	4	4	26
H/615/6660	AA3/5/LQ/006	Promote Equality Of Opportunity, Diversity And Inclusion	5	4	26
K/615/6661	AA3/4/LQ/029	Recruitment, Selection And Induction Practice	4	6	43
F/615/6665	AA3/4/LQ/033	Understanding How To Manage Work Activities To Improve Business Performance	4	7	49
M/504/2036	EC8/3/LQ/012	Workplace Mediation	3	4	28
Operations & Logistics					
Y/615/6607	AA3/4/LQ/001	Analyse And Present Business Data	4	5	35
A/615/6616	AA3/4/LQ/005	Contribute To Innovation In A Business	4	6	50
T/615/6632	AA3/4/LQ/012	Information Systems	4	4	28
Y/615/6641	AA3/4/LQ/017	Negotiate In A Business Environment	4	8	50
T/615/6646	AA3/5/LQ/004	Optimise The Use Of Technology	5	6	45
Y/615/6669	AA3/4/LQ/037	Prepare Specifications For Contracts	4	4	28

Y/615/6655	AA3/4/LQ/025	Principles Of Operational Planning	4	5	35
H/615/6657	AA3/4/LQ/027	Principles Of Quality Management	4	4	28
M/615/6659	AA3/3/LQ/014	Procure Products and/or Services	3	4	30
T/615/6663	AA3/4/LQ/031	Supply Chain Management	4	7	55
A/615/6664	AA3/4/LQ/032	Support Environmental Sustainability In A Business Environment	4	4	28
L/615/6667	AA3/4/LQ/035	Understanding Internal and External Supply Chains	4	5	35

Barred combinations

The following units cannot be taken together

The following units		May not be taken with	The following units	
Unit Title	Ofqual Unit Reference Number		Unit Title	Ofqual Unit Reference Number
Principles Of Internet And E-Business	J/615/6652	-	E-Commerce	Y/615/6624
E-Commerce	Y/615/6624	-	Principles Of Internet And E-Business	J/615/6652
Human Resource Management	M/615/6628	-	Recruitment, Selection And Induction Practice	K/615/6661
Recruitment, Selection And Induction Practice	K/615/6661	-	Human Resource Management	M/615/6628
Procure Products and/or Services	M/615/6659	-	Supply Chain Management	T/615/6663
Supply Chain Management	T/615/6663	-	Procure Products and/or Services	M/615/6659
Managing People And Performance In A Business Environment	D/615/6639	-	Leadership And Management Styles	R/615/6637
Leadership And Management Styles	R/615/6637	-	Managing People And Performance In A Business Environment	D/615/6639
Managing People And Performance In A Business Environment	D/615/6639	-	Principles Of Management And Leadership In Organisations	L/615/6653
Principles Of Management And Leadership In Organisations	L/615/6653	-	Managing People And Performance In A Business Environment	D/615/6639
Principles Of Management And Leadership In Organisations	L/615/6653	-	Leadership And Management Styles	R/615/6637
Leadership And Management Styles	R/615/6637	-	Principles Of Management And Leadership In Organisations	L/615/6653

Assessment and Moderation

Assessment process

The assessment process for these qualifications is as follows:

- The learners are assessed through activities that are internally set by tutor assessors;
- The activities must be designed to enable learners to meet the assessment criteria of the unit;
- Learners' portfolios of assessed evidence must be internally moderated at the Centre;
- The portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for this qualification.

Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that *can* (indicated as 'Optional' or 'O') and/or *must* (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this qualification is in the 'OCNLR Assessment Guidance and Ofqual Level Descriptors' section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Assessors need to ensure that the work in a learner's portfolio is:

- Authentic – it is the result of the learner's own performance or activity;
- Sufficient – enabling the assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards, it:

- Establishes statements on the standard of evidence required to meet assessment criteria for units in OCN London qualifications;
- Identifies good practice in assessment;
- Makes recommendations on assessment practice.

It is a requirement of the Centre Approval process that each Centre offering the units from the qualification must contribute assessment materials and learners' evidence for standardisation if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements the Centre should refer to the 'Access to Fair Assessment Policy and Procedure' which can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

Requirements for assessors

Assessors of the qualification are expected to be:

Sufficiently competent

In addition to being qualified to make assessment decisions, each assessor must be capable of carrying out the full requirements within the competency of the units they are assessing.

This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the assessor.

Sufficiently knowledgeable

Each assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

OCNLR Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptors relevant to these qualifications, please click on the relevant link(s) below.

[Level 3 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 4 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 5 Assessment Guidance and Ofqual's Level Descriptors](#)

About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London we work with Centres both across the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those from disadvantaged backgrounds.

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with Centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We are committed to the belief that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications please contact our Curriculum Development Team on **020 7689 5867**.

For further information call 020 7278 5511. E: enquiries@ocnlondon.org.uk

Or visit our website: www.ocnlondon.org.uk



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