

OCN LONDON

QUALIFICATION GUIDE

Level 1 Certificate in Business Administration



OCN London Qualification Guide

OCNLR Level 1 Certificate in Business Administration
Qualification No: 601/4406/3

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, innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

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

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General Information

This qualification guide contains details of everything you need to know about the [OCNLR Level 1 Certificate in Business Administration](#). It makes reference to the curriculum areas covered, identifies the learners for whom the qualification has been developed and specifies the rules of combination for achievement of the qualification. The guide also covers any important aspects of assessment and moderation that are particular to this qualification. The guide should be used by all of those involved in the delivery and assessment of the qualification.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer this qualification. 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 this qualification, then please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The [OCNLR Level 1 Certificate in Business Administration](#) has been designed to prepare learners for a career in business administration. The qualification has been developed with, and supported by, Skills CFA, a registered charity promoting skills and qualifications in the workplace and are based on the National Occupational Standards (NOS) in Business Administration.

Qualification details

The OCNLR Qualifications in Business Administration can be achieved at Level 1 and Level 2. For further information about the [OCNLR Level 2 Diploma in Business Administration](#), please see the OCN London website and the associated Qualification Guide.

OCNLR Level 1 Certificate in Business Administration

- Qualification Number: 601/4406/3
- Qualification credit value: 25
- Operational start date: 1st October 2014
- Review date: 31st August 2019
- Guided Learning Hours (GLH): 150–187
- Total Qualification Time (TQT): 250
- Assessment requirements: Internally assessed, internally and externally moderated

Purpose of the qualification

The [OCNLR Level 1 Certificate in Business Administration](#) aims to provide an introduction to the principles and standards of working in business administration for those new to the sector and to expand the understanding of learners currently working in a business administration supporting role. Learners will gain or develop skills such as:

- using the telephone;
- verbal and written communication;
- producing documents;
- time management;
- dealing with customers;
- plus other relevant knowledge suitable for effectiveness in basic administrative tasks.

The qualification will prepare learners for further learning at higher levels and also for employment in introductory roles within the sector.

Who the qualification is for

The [OCNLR Level 1 Certificate in Business Administration](#) is for:

- Learners currently working in a business administration supporting role studying for career progression;
- Learners pursuing a career change and studying in preparation for employment;
- Young learners who have just left school or college and wish to embark upon a career in business administration;

- Adult learners returning to work after unemployment.

Entry guidance

This qualification is suitable for learners of all ages, however, Centres must determine the suitability of units when delivering the qualification to learners aged pre-16.

Progression and related qualifications

There are progression routes for learners in both employment and further learning.

On successful completion of the [OCNLR Level 1 Certificate in Business Administration](#), learners may progress to Level 2 qualifications in business administration designed to build upon the basic skills and knowledge gained from this qualification. By progressing to the [OCNLR Level 2 Diploma in Business Administration](#), learners would be able to specialise further within the sector, with optional units in areas such as reception skills, finance and human resources. Learners may also progress to the [OCNLR Level 2 Diploma in Customer Service](#).

Progression may also be to employment within the sector in jobs such as:

- Administrative officer;
- Office junior;
- Trainee receptionist;
- Administration assistant.

Structure of the Qualification

Rules of combination for achievement

In order to achieve the **OCNLR Level 1 Certificate in Business Administration** learners must complete:

- a total of 25 credits;
- 17 credits from Mandatory Group A;
- 8 credits from Optional Group B.

Qualification units

OCNLR Unit Code	Ofqual Unit Reference Number	Unit Title	Credit Value	Level	GLH
Mandatory Group A					
AA4/1/LQ/006	A/506/1804	Principles of business communication	3	1	15
AA4/1/LQ/005	D/506/1794	Health and safety in a business environment	2	1	10
AA4/1/LQ/007	F/506/1805	Principles of business administration	3	1	13
AF4/1/LQ/005	L/506/1791	Principles of personal performance and development	3	1	30
AA4/1/LQ/003	R/506/1792	Principles of working in a business environment	4	1	25
AA4/1/LQ/004	Y/506/1793	Work with others in a business environment	2	1	18

OCNLR Unit Code	Ofqual Unit Reference Number	Unit Title	Credit Value	Level	GLH
Optional Group B					
AA3/1/LQ/001	A/506/1799	Meet and welcome visitors in a business environment	2	1	20
AF2/1/LQ/005	H/506/1795	Manage time and workload	1	1	10
AY7/1/LQ/001	K/506/1796	Use a telephone and a voicemail system	2	1	20
AY4/1/LQ/003	K/506/1801	Handle Mail	1	1	10
AY6/1/LQ/001	M/506/1797	Prepare texts from notes	2	1	10
AY8/1/LQ/003	T/506/1803	Use Office Equipment	2	1	10
AF3/2/LQ/001	H/506/1893	Communication in a business environment	3	2	19
HE6/2/LQ/001	L/506/1905	Employee rights and Responsibilities	2	2	16
AY5/2/LQ/002	R/506/1811	Store and retrieve information	4	2	19
AY5/2/LQ/001	Y/506/1809	Produce business documents	3	2	24
CR3/1/LQ/001	J/502/4299	Using email	2	1	15
CQ1/1/LQ/001	L/502/4627	Word processing Software	3	1	20
AF4/1/LQ/006	A/506/2113	Deal with customer queries, requests and problems	3	1	11

Assessment and Moderation

Assessment process

The assessment process for this qualification 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 in relation to assessment. It:

- Compares assessment judgements from different assessors
- Promotes consistent judgements by different assessors;
- Identifies good practice in assessment;
- Promotes the sharing of good practice in assessment between Centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering 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 Descriptor relevant to this qualification, please click on the link below.

[Level 1 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 who have not previously benefitted from education.

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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