

# Qualification Guide

## OCNLR Level 4 Qualifications in Business Administration

## **OCN London Qualification Guide**

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

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

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**

To locate 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

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This qualification guide contains details of everything you need to know about the **OCNLR Level 4 Qualifications in Business Administration**. It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use these qualifications, then please contact us on [enquiries@ocnlondon.org.uk](mailto:enquiries@ocnlondon.org.uk) for details of the Centre Approval application process.

## Qualification Overview

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The **OCNLR Level 4 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 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.

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

The **OCNLR Level 4 Qualifications in Business Administration** are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

### Qualification details

This Qualification is available at this level only.

#### Level 4 Certificate

- Qualification Number: 603/1393/6
- Qualification credit value: 28
- Operational start date: 1<sup>st</sup> May 2017
- Review date: 31<sup>st</sup> March 2029
- Total Qualification Time (TQT): 280
- Guided Learning Hours (GLH): 188
- Assessment requirements: internally assessed, internally and externally moderated

#### Level 4 Diploma

- Qualification Number: 603/1394/8
- Qualification credit value: 42
- Operational start date: 1<sup>st</sup> May 2017
- Review date: 28<sup>th</sup> November 2026
- Total Qualification Time (TQT): 420
- Guided Learning Hours (GLH): 281
- Assessment requirements: internally assessed, internally and externally moderated

### Purpose of the qualifications

The purpose of the **OCNLR Level 4 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 qualifications are for

The **OCNLR Level 4 Qualifications 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

These qualifications are suitable for learners aged 18+.

### Progression and related qualifications

These qualifications provide continuing professional development 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 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 qualifications

### Rules of combination for achievement

The **OCNLR Level 4 Certificate in Business Administration qualification** comprises mandatory and optional units. Learners must achieve 28 credits in total.

- 12 credits must be taken from the mandatory units
- 16 credits from Optional Group 1, excluding barred combinations

21 credits must be at Level 4 or above.

The **OCNLR Level 4 Diploma in Business Administration qualification** comprises mandatory and optional units. Learners must achieve 42 credits in total.

- 12 credits must be taken from the mandatory units
- 30 credits from Optional Group 1, excluding barred combinations

32 credits must be at Level 4 or above.

### Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
<b>Mandatory Units</b>					
<a href="#">H/615/6609</a>	AA3/4/LQ/003	Business Administration Systems	4	4	30
<a href="#">T/615/6615</a>	AA3/4/LQ/004	Communicating in a Business	4	4	28
<a href="#">R/615/6640</a>	AA3/3/LQ/013	Managing Self-Development	3	4	30
<b>Optional Group 1 – Business Management</b>					
<a href="#">D/615/6611</a>	AA3/3/LQ/010	Business Continuity Planning	3	4	25
<a href="#">H/615/6612</a>	AA3/5/LQ/001	Business Risk Management	5	5	35
<a href="#">K/615/6613</a>	AA3/3/LQ/011	Chair Meetings	3	2	20
<a href="#">F/615/6617</a>	AA3/4/LQ/006	Corporate Social Responsibility	4	5	35
<a href="#">H/615/6626</a>	AA3/4/LQ/010	Entrepreneurship and Small Business Management	4	4	28
<a href="#">R/615/6637</a>	AA3/4/LQ/014	Leadership And Management Styles	4	2	15
<a href="#">F/615/6648</a>	AA3/4/LQ/019	Planning Events	4	4	32
<a href="#">A/615/6650</a>	AA3/4/LQ/021	Principles Of Business Strategic Planning And Development	4	6	48

<b>L/615/6653</b>	AA3/4/LQ/024	Principles Of Management And Leadership In Organisations	4	6	42
<b>K/615/6658</b>	AA3/4/LQ/028	Principles of Office Management	4	3	25
<b>D/615/6656</b>	AA3/4/LQ/026	Principles Of Project Management	4	7	49
<b>Optional Group 1 – Business Management</b>					
<b>L/615/6622</b>	AA3/4/LQ/007	Customer Service Applications of Social Media	4	4	25
<b>Y/615/6624</b>	AA3/4/LQ/009	E-Commerce	4	6	50
<b>L/615/6636</b>	AA3/4/LQ/013	Internet Marketing	4	7	60
<b>F/615/6651</b>	AA3/4/LQ/022	Principles Of Customer Service Management	4	7	60
<b>J/615/6652</b>	AA3/4/LQ/023	Principles of Internet And E-Business	4	8	64
<b>R/615/6654</b>	AA3/5/LQ/005	Principles of Marketing	5	8	53
<b>R/615/6668</b>	AA3/4/LQ/036	Public Relations in a Business Context	4	4	30
<b>M/615/6662</b>	AA3/4/LQ/030	Stakeholder Engagement and Management	4	4	28
<b>J/615/6666</b>	AA3/4/LQ/034	Understanding Business Proposals	4	6	48
<b>Optional Group 1 – Finance &amp; Human Resource Management</b>					
<b>D/615/6608</b>	AA3/4/LQ/002	Appraising and Supporting Performance	4	3	25
<b>M/615/6614</b>	AA3/3/LQ/012	Collaborating With Other Departments	3	3	18
<b>J/615/6621</b>	AA3/4/LQ/038	Culture And Ethics in Business	4	5	35
<b>R/615/6623</b>	AA3/4/LQ/008	Develop And Maintain Professional Networks	4	3	21
<b>D/615/6625</b>	AA3/5/LQ/002	Employment Law	5	6	45
<b>K/615/6627</b>	AA3/5/LQ/003	Finance For Administrative Managers	5	4	30
<b>M/615/6628</b>	AA3/4/LQ/011	Human Resource Management	4	4	30
<b>Y/615/6638</b>	AA3/4/LQ/015	Managing Information and Knowledge	4	5	40
<b>D/615/6639</b>	AA3/4/LQ/016	Managing People and Performance in a Business Environment	4	6	40
<b>A/615/6647</b>	AA3/4/LQ/018	Plan Change for a Team	4	6	40
<b>J/615/6649</b>	AA3/4/LQ/020	Principles of Budget Management	4	4	26

<b>H/615/6660</b>	AA3/5/LQ/006	Promote Equality of Opportunity, Diversity and Inclusion	5	4	26
<b>K/615/6661</b>	AA3/4/LQ/029	Recruitment, Selection and Induction Practice	4	6	43
<b>F/615/6665</b>	AA3/4/LQ/033	Understanding How to Manage Work Activities to Improve Business Performance	4	7	49
<b>M/504/2036</b>	EC8/3/LQ/012	Workplace Mediation	3	4	28
<b>Optional Group 1 – Operations &amp; Logistics</b>					
<b>Y/615/6607</b>	AA3/4/LQ/001	Analyse And Present Business Data	4	5	35
<b>A/615/6616</b>	AA3/4/LQ/005	Contribute To Innovation In A Business	4	6	50
<b>T/615/6632</b>	AA3/4/LQ/012	Information Systems	4	4	28
<b>Y/615/6641</b>	AA3/4/LQ/017	Negotiate In A Business Environment	4	8	50
<b>T/615/6646</b>	AA3/5/LQ/004	Optimise The Use Of Technology	5	6	45
<b>Y/615/6669</b>	AA3/4/LQ/037	Prepare Specifications For Contracts	4	4	28
<b>Y/615/6655</b>	AA3/4/LQ/025	Principles Of Operational Planning	4	5	35
<b>H/615/6657</b>	AA3/4/LQ/027	Principles Of Quality Management	4	4	28
<b>M/615/6659</b>	AA3/3/LQ/014	Procure Products and/or Services	3	4	30
<b>T/615/6663</b>	AA3/4/LQ/031	Supply Chain Management	4	7	55
<b>A/615/6664</b>	AA3/4/LQ/032	Support Environmental Sustainability In A Business Environment	4	4	28
<b>L/615/6667</b>	AA3/4/LQ/035	Understanding Internal and External Supply Chains	4	5	35

### Barred combinations

Unit Title	Ofqual Unit Reference Number		Unit Title	Ofqual Unit Reference Number
Principles Of Internet And E-Business	<b>J/615/6652</b>	May not be taken with	E-Commerce	<b>Y/615/6624</b>
E-Commerce	<b>Y/615/6624</b>	May not be taken with	Principles Of Internet And E-Business	<b>J/615/6652</b>
Human Resource Management	<b>M/615/6628</b>	May not be taken with	Recruitment, Selection And Induction Practice	<b>K/615/6661</b>

Recruitment, Selection And Induction Practice	<a href="#">K/615/6661</a>	May not be taken with	Human Resource Management	<a href="#">M/615/6628</a>
Procure Products and/or Services	<a href="#">M/615/6659</a>	May not be taken with	Supply Chain Management	<a href="#">T/615/6663</a>
Supply Chain Management	<a href="#">T/615/6663</a>	May not be taken with	Procure Products and/or Services	<a href="#">M/615/6659</a>
Managing People And Performance In A Business Environment	<a href="#">D/615/6639</a>	May not be taken with	Leadership And Management Styles	<a href="#">R/615/6637</a>
Leadership And Management Styles	<a href="#">R/615/6637</a>	May not be taken with	Managing People And Performance In A Business Environment	<a href="#">D/615/6639</a>
Managing People And Performance In A Business Environment	<a href="#">D/615/6639</a>	May not be taken with	Principles Of Management And Leadership In Organisations	<a href="#">L/615/6653</a>
Principles Of Management And Leadership In Organisations	<a href="#">L/615/6653</a>	May not be taken with	Managing People And Performance In A Business Environment	<a href="#">D/615/6639</a>
Principles Of Management And Leadership In Organisations	<a href="#">L/615/6653</a>	May not be taken with	Leadership And Management Styles	<a href="#">R/615/6637</a>
Leadership And Management Styles	<a href="#">R/615/6637</a>	May not be taken with	Principles Of Management And Leadership In Organisations	<a href="#">L/615/6653</a>

## Assessment and Moderation

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### Assessment process

The assessment process for these qualifications are 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 these qualifications.

### 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.

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 tutor/assessors;
- promotes consistent judgements by different tutor/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 these qualifications 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 tutor/assessors**

#### **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.


#### **To be 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.




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