

## Administration (including Level 2 Diploma)

Level 2 (Scheme Code 05588)

### Mandatory Units

Unit 1 – Preparing business communications

Unit 2 – Maintaining effective working relationships with colleagues and customers

Unit 3 – Working in business organisations

Unit 4 – Following office procedures to complete tasks

Unit 5 – Integrated e-document production\*

\*This unit is a part of OCR's Level 2 Certificate for IT Users (CLAiT Plus). Candidates who have already achieved this unit through the IT qualification will be able to carry forward this achievement.

### Introduction

The **OCR Level 2 Certificate in Administration** has been developed to recognise candidates' understanding of administrative functions and activities. It accredits candidates' abilities to carry out a range of administrative tasks autonomously. It has been designed to accredit candidates' achievements in a modern, practical way that is relevant to the work context.

The qualification is aimed at those who already possess basic knowledge and understanding of administration practice and who wish to extend their knowledge. It is suitable for those who are already employed in administration roles and who wish to develop further knowledge and skills to support their work.

It will also be suitable for those who are studying in preparation for employment in job roles where they will be expected to work autonomously in carrying out administrative tasks and for those preparing to undertake the NVQ in Administration at Level 2.

Candidates taking the Certificate who wish to pursue greater breadth of study may choose to take one from a range of specialist administration options. Each specialist option contains two units. The candidate is awarded the **OCR Level 2 Diploma in Administration** if they successfully complete all five of the Certificate units plus both specialist option units.

The **OCR Level 2 Certificate in Administration** is a qualification accredited by QCA to the National Qualifications Framework.

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## Unit content

**Unit 1 – Preparing business communications:** Candidates demonstrate ability to handle complex information, extracting relevant material and presenting information accurately using standard formats and/or devising appropriate presentation for specified purposes. They demonstrate skill in identifying and applying appropriate tone and style for both straightforward and complex written communications. They develop skill in using business English accurately and fluently in a range of different business contexts.

### **Unit 2 – Maintaining effective working relationships with colleagues and customers:**

**Element 1 – Working with colleagues:** Candidates demonstrate ability to work effectively with colleagues in the workplace. They demonstrate understanding of the way in which teams operate within the workplace.

**Element 2 – Working with customers:** Candidates demonstrate ability to communicate effectively with all customers, both internal and external to the organisation. They demonstrate ability to handle a range of different situations including those involving problems and complaints.

**Unit 3 – Working in business organisations:** Candidates demonstrate understanding of the business world and the activities that take place in business organisations. They demonstrate understanding of the importance of planning if objectives are to be met, both for organisations and for the people who work in them. They demonstrate understanding of the working environment and of the issues affecting both employers and employees.

**Unit 4 – Following office procedures to complete tasks:** Candidates demonstrate understanding of the purpose and importance of procedures in the office environment. They are able to undertake and complete tasks requiring an understanding of office-based procedures autonomously. They demonstrate ability to review and evaluate the procedures with which they have been working.

### **Unit 5 – Integrated e-document production:**

A candidate following a learning programme leading to this unit will be able to use a computer's system software and hardware safely and securely to create and manage a variety of business documents, use an input device to input and manipulate data accurately from a variety of sources, work with datafile using database and/or spreadsheet facilities to select and export data, create

\* Candidates must be entered for this unit separately through the CLAiT Plus 2006 qualification.

## Approval and funding

The OCR Level 2 Certificate in Administration is accredited at Level 2 of the National Qualifications Framework and is eligible for funding under the Learning and Skills Council's Section 96 and 97 arrangements for learners.

## Qualification structure

Candidates can be entered for the OCR Level 2 Certificate in Administration in a variety of ways:

- **For the full qualification**
- **For an individual unit**
- **For additional units**

**For the full qualification**, candidates **must** achieve **the five mandatory units**.

**For candidates attempting individual units**, unit achievement will be individually certificated.

**For candidates wishing to attempt a broader range of study**, the following specialist administration options, if successfully completed alongside the five mandatory units of the Certificate, result in the candidate being awarded the OCR Level 2 Diploma in Administration:

**Event Administration**  
**Administration in a legal context**  
**IT**  
**Administration in a medical context**  
**Accounting**  
**Text Processing**

For further information on each of the units making up each specialist option, please consult the OCR Level 2 Certificate in Administration Tutor's Handbook on the OCR web site.

For those candidates successfully completing the OCR Level 2 Diploma in Administration, the qualification will be endorsed with the specialist administration option in which the Diploma has been achieved, eg: OCR Level 2 Diploma in Administration (Event Administration).

## Form of Assessment

Unit 1 – Preparing business communications and Unit 3 – Working in business organisations are assessed by examinations which will be held at set times during the year. These are externally set and marked by OCR. Results for these units are graded: Fail, Pass, Credit and Distinction.

Unit 2 – Maintaining effective working relationships with colleagues and customers, and Unit 4 – Following office procedures to complete tasks are Centre-assessed and externally moderated by OCR. Results are graded: Pass, Fail.

Unit 5 – Integrated e-document production. There are a number of assessment methods available for this unit. For full details on the options available to centres please consult the CLAiT Plus 2006 Tutor's Handbook. This unit is graded Pass, Fail.

# Progression routes and the National Qualifications Framework

Candidates who successfully complete the OCR Level 2 Certificate in Administration may progress to qualifications at Level 3 of the National Framework of Qualifications such as the Level 3 NVQ in Administration and OCR's Level 3 Certificate in Administration.

Candidates who wish to further develop their knowledge and understanding at Level 2 and who wish to demonstrate their competence in a work-based context will be able to progress to the Level 2 NVQ in Administration.

## Qualification support

**The Tutor's Handbook** offers Centres a comprehensive guide to the structure and administration of the qualification.

**Our website, [www.ocr.org.uk](http://www.ocr.org.uk)**, contains all the most up-to-date and relevant information about the qualification. This includes the qualification specification and sample assessment materials.

**OCR runs a regular programme of training workshops** for tutors to help Centres maintain best practice in their delivery of this qualification. For more details contact the OCR Training on 0121 628 2950.

**If in doubt over any aspect of the specification, assessment or administration** for this qualification, please contact OCR's Information Bureau in Coventry where staff will help. Telephone 024 76 470033.

## Fees

Centre approval for the qualifications is free.

For full details of all the most up-to-date candidate entry fees for full qualifications and single units, please see the OCR Fees List.

## Getting started

Simply complete the Centre Approval Form and return it to OCR Operations in Coventry. There is no fee for Centre approval. New Centres may have to pay for a Centre Inspection visit.

In return, you will receive the qualification specification, Tutor's Handbook and a set of sample assessment material.

Please note that approval to deliver the Level 2 and 3 Certificates will mean that Centres are automatically approved to deliver all Diploma specialist options and all full awards from which specialist options have been drawn.

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**www.ocr.org.uk**

OCR information bureau

**Vocational qualifications**

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