OCR in Management and Team Leading Qualifications Frequently Asked Questions (FAQs)

1. **How can I keep informed of updates and changes to the qualification?**
   OCR will endeavour to communicate all relevant messages to everyone, however the communications do not always get to the right people. Any communications or updates will always be posted to the qualification pages of the website and whilst you can check there regularly, we would recommend that you register to be kept informed of any updates.

   You can sign up at: http://www.ocr.org.uk/qualifications/updates/

2. **How do I become an OCR centre?**
   Full details are available on the OCR website at http://www.ocr.org.uk/ocr-for/schools-colleges-and-training-providers/centre-approval/
   This page includes details of OCRs policy on centre approval and an application form.

3. **How do I make entries for the Team Leading and Management qualifications?**
   Full details of how to make entries are available within the OCR administration guide – section 4   http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/

4. **How do I make claims for the Team Leading and Management qualifications?**
   Full details of how to make claims are available within the OCR administration guide – section 7   http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/

5. **How do I find the details of my External Verifier?**
   Details of your External Verifier should be available on Interchange. However, if you are changing your EV and this information is not currently available, you can contact Quality Assurance Processes Team on ocrqapt@ocr.org.uk

6. **How will I receive my certificates?**
   Full details of how certification works is available within the OCR administration guide – section 10   http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/

7. **What if I 'claim' the wrong unit?**
   We appreciate that there are lots of units and you may be claiming for lots of candidates at a time. If you accidently claim the wrong unit, please contact OCR at keyskillsops@ocr.org.uk who will be able to help you.

8. **How does my centre achieve Direct Claims Status (DCS) for the team leading and management qualifications?**
Details of how your centre can achieve DCS are available within the OCR administration guide – section 7 http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/

9. **Can I transfer DCS from my current Awarding Body?**
Where you have a DCS agreement with your current Awarding Body for the qualification you can transfer this to OCR, however you will be required to provide proof of the arrangement and confirm your recent history.

10. **Some Awarding Bodies do not deem it necessary to visit the centre for certification. Why do OCR?**
An OCR External Verifier will visit your centre at least twice a year for quality assurance. At these visits, as well as ensuring you are meeting the required standards, we will provide you with support to develop your processes and facilitate the best learning experience for your candidates. An OCR qualification is confirmation that the candidate has met the required standards sought after by employers and OCR must be confident that they have the required skills and abilities to succeed.

Qualification specifics

11. **How are the Team Leading and Management qualifications assessed?**
Full details of assessing these qualifications are available within section 3 of the centre handbook available on the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

Essentially it is the assessor's responsibility to agree the best method of assessing a candidate in relation to their individual circumstances. The methods agreed must be valid and reliable.

Candidates will complete a portfolio of evidence to meet the assessment criteria within the unit. Due to the nature of the unit and assessment methods, the qualification can generally be assessed holistically and one piece of evidence can be used towards more than one assessment criteria over different units.

12. **Does the evidence need to include some observation as part of the portfolio?**
The assessment of these qualifications needs to be referred to the individual unit in order to check whether there are any specific requirements to the individual unit.

Although observation might not be specifically required, it is considered to be valid and reliable in demonstrating a candidate's competence and would generally be expected to be in a NVQ portfolio in some respect.

13. **How do I record evidence etc? Do I need to use the OCR documentation?**
As long as the assessment methods are valid and reliable and meet the requirements of the unit then OCR is happy for centres to decide on suitable evidence. However when submitting the evidence within a portfolio we do request that the information is clearly referenced and confirms what assessment criteria it meets. Eg video evidence can be used, however it should be indexed where in the video the criteria is met.

Centres do not have to use the OCR documentation, however it does contain all of the pertinent information required by the EV. Centres can amend these documents as they wish as long as they can provide clear records of their activities.

Further details are available within the OCR administration guide – section 7
http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/

14. **Can I use simulation for these qualifications?**
Simulation cannot be used for the Team Leading and Management NVQs (competence qualifications). The assessment of these qualifications needs to be referred to the individual unit in order to check whether there are any specific requirements to the individual unit. Units imported from another sector will be subject to their assessment strategy which must be adhered to. For example, any units from the management sector cannot use simulation as part of the evidence.

However, where access to assessment is jeopardised by this, guidance should be sought from OCR who will decide the issue in conjunction with the SSC.

15. **Are there any entry requirements for these qualifications?**
There are no formal requirements for entry to these qualifications.
These qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

All centre staff involved in the assessment or delivery of these qualifications should understand the requirements of the qualification and match them to the needs and capabilities of individual candidates before entering them as candidates for one of these qualifications.

16. **Does the 10 week rule still apply to the QCF NVQs?**
No. The 10 week rule was previously a requirement of NVQs within the NQF. The Team Leading and Management NVQs on the QCF do not require candidates to complete a minimum of 10 weeks between registration and certification.

17. **Do I have to complete the qualification within a certain time limit?**
All QCF qualifications have a review date, this represents the last registration date, however this date may be extended. The last certification date will be some time after the last registration date and this is the last date by which you can claim certification for the whole qualification.

In theory, this date could be a few years away and in this instance we would expect candidates to complete the qualification sooner. The evidence for the qualification should be recent and whilst a definition of how recent the evidence should be cannot be given, it is reasonable to expect that evidence will have been provided within the last two years.

18. **What are the requirements for me to assess the Team Leading and Management qualifications?**
Full details of assessing these qualifications are available within section 3 of the centre handbook available on the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

19. **What are the requirements for me to internally quality assure (IQA) the Team Leading and Management qualifications?**
Full details of assessing these qualifications are available within section 4 of the centre handbook available on the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

20. **Who do I contact for advice regarding unit content or assessment issues?**
OCR provides two external verifier visits per year at which your EV will provide advice and guidance on the requirements. You can always contact the Qualifications Manager at OCR (Business.I@ocr.org.uk) or alternatively OCR provides a community specifically for the qualifications in which fellow professionals from other centres can assist you by sharing their experiences and methods first hand http://social.ocr.org.uk/groups/skills-business.

21. **Where can I find the RoCs for these qualifications?**
The Rules of Combination for these qualifications show how a full qualification is constructed from the units available. They can be found in the centre handbook and datasheet which are available on the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

The Rules of Combination can also be found on the Ofqual register of regulated qualifications http://register.ofqual.gov.uk/Qualification

OCR has also produced an interactive RoC calculator that will identify the choice of units to meet the requirements. The calculators can be downloaded from the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

22. **How do I know my candidate has achieved the correct number of credits for achievement of the qualification?**
The interactive RoC calculator will identify the choice of units to meet the requirements. The calculators can be downloaded from the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/business-management/

23. **My candidate has previously achieved some units towards this qualification – can these achievements be used towards their OCR claim? Is there a time limit within which they can be used?**
Where candidates have achieved any units in the QCF framework then proof of their certification is enough to claim them towards the overarching qualification. However, if the unit was achieved in the NQF then it cannot be used towards the overarching qualification. In this situation, where the unit was achieved recently it is possible that the candidate's original portfolio can be reviewed as evidence against the QCF units.

Funding and apprenticeships

24. **Where can I find out about funding for this qualification?**
Full details of funding for any qualifications can be found at:
http://skillsfundingagency.bis.gov.uk/providers/fundingdocuments/
https://gateway.imservices.org.uk/sites/LARA/Pages/AimsSearch.aspx

25. **What is the difference between the OCR qualifications and those of other Awarding Bodies?**
Essentially the NVQs are the same qualifications as other Awarding Bodies in that they have the same Rules of Combination (RoC) and use the same units as owned by the Sector Skills Council or Standard Setting Body, in this case Skills CfA.

The difference in the qualifications comes with regards to the support and quality assurance methods used by the different Awarding Bodies.

26. **Are these qualifications a component of the Team Leading and Management Apprenticeships?**
These qualifications are recognised by SASE/W as the components of the Team Leading and Management Apprenticeships. Full details of the Apprenticeship frameworks can be downloaded from
http://www.afo.sscalliance.org/frameworkslibrary/
http://www.ocr.org.uk/qualifications/by-type/apprenticeships/

27. **Do my candidates need to be enrolled on an apprenticeship programme to register for these qualifications?**
No. The qualifications are recognised as high quality qualifications in their own right. Candidates can register for the qualifications in Team Leading and Management independently of an apprenticeship programme. The certificate awarded for completion of the qualification can be used in a submission towards an apprenticeship even if the candidate was not registered on the programme at the time.

28. **Do I need to do all of the components of the Apprenticeship package with the same Awarding Body?**
No, centres are free to choose whichever awarding body they wish for each component of the apprenticeship. However OCR offers all of the components required for the apprenticeship in a package that complements the learning experience.

If you are using another awarding body for a specific reason, we would love to hear your feedback on why you do not consider the OCR version as suitable. Please provide your comments to Business.I@ocr.org.uk

29. **Does OCR offer a full Team Leading and Management Apprenticeship package?**
Yes, OCR offers all components of the apprenticeship package. Candidates can register for each component separately. Details are available on the OCR website: http://www.ocr.org.uk/qualifications/by-type/apprenticeships/

30. **I am a candidate wishing to do the OCR qualification. How can I find out where I can do this?**
Simply call the OCR Customer Contact Centre on 024 76 851 509. They will ask for your postcode and will then be able to tell you centres in your area that are approved to run the qualification.