

NOTICE TO CENTRES

FAO: Business Administration, Customer Service and Management & Leadership Apprenticeship Tutors

Date: May 2014

Subject: Business Administration, Customer Service and Management & Leadership Apprenticeships

NEW BUSINESS ADMINISTRATION, CUSTOMER SERVICE AND MANAGEMENT & LEADERSHIP APPRENTICESHIPS

As advised in April, OCR have worked with Skills CfA to revise the following apprenticeship qualifications:

- Business Administration
- Customer Service
- Management and Leadership.

The intention is that **new apprenticeship qualifications** will be available in each of these areas from **1 September 2014**.

The new apprenticeship qualifications have been designed to meet the changing demands of apprenticeship frameworks. As such, at Levels 2–3, the revised qualifications will **combine** the knowledge and competence components of the frameworks. This means that, within each suite, there will be a single qualification per level, made up of both knowledge and competence units.

Qualifications at Level 4 and above will remain as separate competence and knowledge qualifications.

If you are enrolling apprenticeship candidates on apprenticeship qualifications in any of these areas **after 31 August 2014**, they must be enrolled on the new qualifications. The existing, separate NVQ and knowledge qualifications will not be included on the apprenticeship frameworks after this date (with the exception of a small number of Level 4 and above knowledge qualifications which may still be appropriate).

New apprenticeship web pages will soon be available on the dedicated apprenticeship area of the OCR website, at: www.ocr.org.uk/qualifications/by-type/apprenticeships. Please visit this area for regular updates, including draft units and rules of combination for each new qualification.

We are aware that many of our centres offer qualifications in these subjects to **non-apprenticeship** candidates. As such, we are still likely to offer stand-alone NVQs and knowledge qualifications in these areas from September 2014. Further updates regarding our intended non-apprenticeship provision from September 2014 will also be posted to the web pages as they become available.

You can sign up for [email updates](#) in these subjects to ensure that you receive direct updates via email, and join our [social networks](#) where regular updates are posted.

If you have any queries about this notice, please call our Customer Contact Centre on 02476 851509.