

NOTICE TO CENTRES

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

Date: October 2014

Subject: Business Administration, Customer Service and Management & Leadership Apprenticeship Qualifications

UPDATE: THE NEW BUSINESS ADMINISTRATION, CUSTOMER SERVICE AND MANAGEMENT & LEADERSHIP APPRENTICESHIPS

We are delighted to announce that the new Apprenticeship qualifications in Business Administration, Customer Service and Management and Leadership have now been launched.

These qualifications are designed to meet the changing demands of Apprenticeship frameworks. As such, at Levels 2–3 they **combine** the knowledge and competence components. This means that within each suite there is a single qualification per level, made up of both knowledge and competence units. Qualifications at Level 4 and above remain as separate competence and knowledge qualifications.

If you are enrolling apprenticeship candidates on apprenticeships in any of these areas, they must be entered for the new qualifications (detailed below):

New Apprenticeship Qualification	Replaces the following qualification(s) on the relevant framework:	
	Competence	Knowledge
Business Administration		
OCR Level 2 Diploma in Business Administration Scheme Code: 10383 QAN: 601/3740/X	OCR Level 2 NVQ Certificate in Business and Administration Scheme Code: 04705 QAN: 500/9645/X	OCR Level 2 Certificate in Principles of Business and Administration Scheme Code: 04438 QAN: 500/9750/7
OCR Level 3 Diploma in Business Administration Scheme Code: 10384 QAN: 601/3676/5	OCR Level 3 NVQ Diploma in Business and Administration Scheme Code: 04708 QAN: 500/9625/4	OCR Level 3 Certificate in Principles of Business and Administration Scheme Code: 04439 QAN: 500/9751/9
OCR Level 4 NVQ Diploma in Business Administration Scheme Code: 10385 QAN: 601/3677/7	OCR Level 4 NVQ Diploma in Business and Administration Scheme Code: 10362 QAN: 601/2524/X	<i>Candidates should continue to use the OCR Level 4 Diploma in Business and Administration</i> Scheme Code: 10337 QAN: 600/8145/4
Customer Service		
OCR Level 2 Diploma in Customer Service Scheme Code: 10379 QAN: 601/3432/X	OCR Level 2 NVQ Certificate in Customer Service Scheme Code: 03455 QAN: 500/8625/X	OCR Level 2 Certificate in Principles of Customer Service Scheme Code: 09628 QAN: 600/0840/4
OCR Level 3 Diploma in Customer Service Scheme Code: 10380 QAN: 601/3433/1	OCR Level 3 NVQ Diploma in Customer Service Scheme Code: 03456 QAN: 500/8626/1	OCR Level 3 Certificate in Principles of Customer Service Scheme Code: 09628 QAN: 600/0752/7

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New Apprenticeship Qualification	Replaces the following qualification(s) on the relevant framework:	
	Competence	Knowledge
Management and Leadership		
OCR Level 2 Diploma in Team Leading Scheme Code: 10386 QAN: 601/3805/1	OCR Level 2 NVQ Certificate in Team Leading Scheme Code: 03366 QAN: 501/0501/2	OCR Level 2 Certificate in Team Leading Scheme Code: 09878 QAN: 600/2420/3
OCR Level 3 Diploma in Management Scheme Code: 10387 QAN: 601/3806/3	OCR Level 3 NVQ Certificate in Management Scheme Code: 03367 QAN: 501/0499/8	OCR Level 3 Certificate in Management Scheme Code: 09879 QAN: 600/2450/1
OCR Level 5 NVQ Diploma in Management and Leadership Scheme Code: 10388 QAN: 601/3807/5	OCR Level 5 NVQ Diploma in Management Scheme Code: 10363 QAN: 601/2515/9	<i>Candidates should continue to use the OCR Level 5 Diploma in Management and Leadership</i> Scheme Code: 10336 QAN: 600/8227/6

The new qualification web pages contain all of the key documents needed to deliver these exciting qualifications, including units with additional guidance, centre handbooks, recording forms and FAQs. Please keep your eye on these for regular updates, including additional support materials and customised recording forms. Links to the web pages are provided below:

[OCR Level 2 Diploma in Business Administration](#)

[OCR Level 3 Diploma in Business Administration](#)

[OCR Level 4 NVQ Diploma in Business Administration](#)

[OCR Level 2 Diploma in Customer Service](#)

[OCR Level 3 Diploma in Customer Service](#)

[OCR Level 2 Diploma in Team Leading](#)

[OCR Level 3 Diploma in Management](#)

[OCR Level 5 NVQ Diploma in Management and Leadership](#)

A set of Frequently Asked Questions (FAQs) is available on each web page. These cover all common topics such as assessment of the knowledge units, transferral of centre approvals and DCS.

CPD face-to-face events and Live Online Training events (webinars) will be available from November 2014. Please visit the [CPD Hub](#) to book onto an event.

We are aware that many of our centres offer qualifications in these subjects to **non-apprenticeship** candidates. As such, we have extended our stand-alone NVQs at Levels 1–3 and knowledge qualifications at all levels. Non-apprenticeship candidates now have a choice of taking stand-alone qualifications or the new combined qualifications (at Levels 1–3) if these are more suitable. Links to the new combined Level 1 qualifications are given below:

[OCR Level 1 Certificate in Business Administration](#)

[OCR Level 1 Certificate in Customer Service](#)

NOTICE TO CENTRES *continued*

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

If you have any queries about this notice, please call our Customer Contact Centre on 01223 553998.