

6 Qualification structure and units

6.1 Qualification structure

Candidates do not have to achieve units in any particular order and teachers/tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt a holistic approach to the delivery of this qualification and identify opportunities to link the units.

If a candidate is not able to complete the full qualification, their achievements will be recognised through the issue of a unit certificate listing the units achieved.

OCR Level 4 NVQ Diploma in Business and Administration

(Qualification Accreditation Number 500/9512/2)

To achieve a Level 4 NVQ Diploma in Business and Administration, you must complete a minimum of 39 credits, of which 27 credits must be selected from units at level 4.

1. 20 credits must be completed from GROUP A MANDATORY CORE UNTIS; and
2. A minimum of 19 credits must be completed from GROUP B OPTIONAL UNITS

The following barred combinations apply to this qualification:

One of unit 316 or 410

The following tables contain the groups of mandatory and optional units.

Group A – Mandatory units

OCR Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH	Sector
401	Manage and be accountable for own performance in a business environment	L/601/2553	3	4	18	BA
402	Evaluate and improve own performance in a business environment	R/601/2554	4	4	14	BA
403	Support the purpose and values of an organisation	Y/601/2555	3	4	14	BA
404	Support sustainability in a business environment	D/601/2556	3	4	14	BA
405	Assess, manage and monitor risk in a business environment	H/601/2557	4	4	18	BA
409	Communicate in a business environment	M/601/2562	3	4	25	BA

Group B – Optional units

OCR Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH	Sector
310	Develop a presentation	M/601/2528	3	3	15	BA
311	Deliver a presentation	T/601/2529	3	3	15	BA
316	Support the design and development of an information system	L/601/2536	7	3	35	BA
317	Monitor information systems	R/601/2537	7	3	30	BA
318	Analyse and report data	Y/601/2538	6	3	30	BA
319	Order products and services	D/601/2539	5	3	35	BA
320	Plan and organise an event	R/601/2540	4	3	28	BA
321	Co-ordinate an event	Y/601/2541	4	3	30	BA
322	Plan and organise meetings	D/601/2542	5	3	25	BA
323	Organise business travel or accommodation	H/601/2543	5	3	20	BA
324	Evaluate the organisation of business travel or accommodation	K/601/2544	2	3	10	BA

OCR Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH	Sector
327	Contribute to running a project	J/601/2549	5	3	30	BA
328	Deliver, monitor and evaluate customer service to internal customers	A/601/2550	3	3	12	BA
329	Deliver, monitor and evaluate customer service to external customers	F/601/2551	3	3	12	BA
330	Agree a budget	J/601/2552	4	3	25	BA
353	Use customer service as a competitive tool	D/601/1228	8	3	53	CS
354	Monitor and solve customer service problems	J/601/1515	6	3	40	CS
406	Evaluate and solve business problems	K/601/2558	6	4	16	BA
407	Make decisions in a business environment	H/601/2560	4	4	24	BA
408	Negotiate in a business environment	K/601/2561	7	4	40	BA
410	Design and develop and information system	T/601/2563	7	4	30	BA
411	Manage and evaluate an information system	A/601/2564	6	4	20	BA

412	Prepare specifications for contracts	F/601/2565	5	4	30	BA
413	Chair meetings	J/601/2566	4	4	16	BA
414	Manage an office facility	L/601/2567	6	4	30	BA
415	Propose and design administrative services	Y/601/2569	8	4	36	BA
416	Prepare, co-ordinate and monitor operational plans	L/601/2570	6	4	26	BA
417	Implement, monitor and maintain administrative services	Y/601/2572	7	4	15	BA
418	Contribute to innovation in a business environment	K/601/2575	6	4	25	BA
419	Plan change for a team	M/601/2576	6	4	22	BA
421	Manage budgets	T/601/2580	5	4	29	BA
422	Manage physical resources	K/600/9711	3	4	25	M
423	Manage the environmental impact of work activities	M/600/9712	5	4	10	M
426	Provide leadership and direction for own area of responsibility	T/600/9601	5	4	30	M
427	Support learning and development within own area of responsibility	M/600/9676	5	4	25	M
428	Develop working relationships with colleagues and stakeholders	K/600/9661	4	4	20	M
429	Plan, organise and control customer service operations	A/601/1236	10	4	67	CS
501	Invite tenders and select contractors	R/601/2585	6	5	32	BA
502	Monitor and evaluate contracts	Y/601/2586	6	5	35	BA

OCR Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH	Sector
503	Plan change across teams	D/601/2587	6	5	26	BA
504	Implement, monitor and review change	K/601/2589	6	5	20	BA
505	Manage a project	A/601/2578	10	5	33	BA
521	Monitor and review business processes	A/600/9759	3	5	20	M
524	Recruit staff in own area of responsibility	T/600/9663	4	5	25	M

Sector key: BA = Business and Administration, M = Management and Team Leading, CS = Customer Service, IT = ITQ

6.2 Unit format

The format of OCR's units is detailed below. The units are available on the qualification pages of the OCR website (www.ocr.org.uk).