

OCN London Qualification Guide

OCNLR Level 2 Diploma in Business Administration
Qualification No: 601/4407/5

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing, innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- A commitment to inclusive credit-based learning;
- The creative use of credit with responsive, demand-led qualification development;
- High quality service and support;
- Respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- The development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

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General Information

This qualification guide contains details of everything you need to know about the [OCNLR Level 2 Diploma in Business Administration](#). It makes reference to the curriculum areas covered, identifies the learners for whom the qualification has been developed and specifies the rules of combination for achievement of the qualification. The guide also covers any important aspects of assessment and moderation that are particular to this qualification. The guide should be used by all of those involved in the delivery and assessment of the qualification.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer this qualification. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The [OCNLR Level 2 Diploma in Business Administration](#) has been designed to prepare learners for a career in business administration. The qualification has been developed with and supported by Skills CFA, a registered charity promoting skills and qualifications in the workplace and is based on the National Occupational Standards (NOS) in Business Administration.

The [OCNLR Level 2 Diploma in Business Administration](#) is regulated by Ofqual, the qualifications regulator for England, and is registered on the Regulated Qualifications Framework (RQF)

Qualification details

The [OCNLR Qualifications in Business Administration](#) can be achieved at Level 1 and Level 2. For further information about the [OCNLR Level 1 Certificate in Business Administration](#), please see the OCN London website and the associated Qualification Guide.

OCNLR Level 2 Diploma in Business Administration

- Qualification Number: 601/4407/5
- Qualification credit value: 45
- Operational start date: 1st October 2014
- Review date: 31st August 2019
- Guided Learning Hours (GLH): 229 – 351
- Assessment requirements: Internally assessed, internally and externally moderated

Purpose of the qualification

The [OCNLR Level 2 Diploma in Business Administration](#) will develop learners' knowledge, understanding, skills and competence in carrying out a range of administrative and business support functions. Learners are able to select optional units to focus on areas such as:

- finance,
- reception services,
- human resources,
- IT,
- marketing,
- social media.

The qualification will prepare learners for further learning at higher levels within the sector, or more specialised learning at Level 2 and also for employment in intermediate business administration roles.

Who the qualification is for

The **OCNLR Level 2 Diploma in Business Administration** is for:

- Learners currently working in a business administration role studying for career progression or continuing professional development;
- Learners pursuing a career change and studying in preparation for employment;
- Learners following the Level 2 Intermediate Apprenticeship in Business Administration;
- Adult learners returning to work after unemployment.

Entry guidance

The minimum age to access the qualification is 16 years.

Additional information

The qualifications are included in the Intermediate Apprenticeship in Business Administration. The Apprenticeship is certificated by Apprenticeship Certificates England (ACE) on behalf of Skills Cfa.

This apprenticeship programme is designed for people in supporting roles in an office environment. It consists of the learning and qualifications necessary to provide Business Administration apprentices with the skills and knowledge they need to become competent in their chosen job and improve their employment prospects.

The framework is suitable for those in a range of administrative roles and industries. Candidates who achieve the Intermediate Apprenticeship will have the business administration skills they require, tailored to the sector of their choice. They will be prepared for progression opportunities in employment or to Further/Higher Education.

More information on careers in business and administration are available from the apprenticeship website:

<http://www.apprenticeships.org.uk/types-of-apprenticeships/business-administration-and-law/business-administration.aspx>

If this qualification is being taken as part of an apprenticeship, then the apprenticeship rules must be met. Please see the following website for further information:

<http://www.skillsca.org/apprenticeships.html>

Progression and related qualifications

Learners may progress to more specialised qualifications within the sector such as the **OCNLR Level 2 Diploma in Customer Service**, or qualifications at higher levels in Management, Business, Team Leading, Finance or other specialist areas.

Progression may also be into employment in job roles such as:

- Office Executive,
- Office Supervisor;
- Personal Assistant.

Structure of the Qualification

Rules of combination for achievement

To achieve the **OCNLR Level 2 Diploma in Business Administration** learners must complete a total of 45 credits.

- 21 credits must be from Mandatory Group A;
- A minimum of 14 credits must be from Optional Group B;
- A maximum of 10 credits may be taken from Optional Group C;
- A maximum of 6 credits may be taken from Optional Group D;
- A minimum of 36 credits must be achieved at Level 2 or above.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory Group A					
H/506/1893	AF3/2/LQ/001	Communication in a business environment	2	3	19
A/506/1964	AA4/2/LQ/001	Understand employer organisations	2	4	40
J/506/1899	AY5/2/LQ/003	Principles of providing administrative services	2	4	25
T/506/1901	AY5/2/LQ/004	Principles of business documentation production & information management	2	3	21
L/506/1788	AF2/2/LQ/001	Manage personal performance and development	2	4	18
R/506/1789	AF4/2/LQ/002	Develop working relationships with colleagues	2	3	19
Optional Group B					
A/506/1883	AJ4/2/LQ/001	Administer the recruitment and selection process	2	3	25
D/506/1813	AY6/2/LQ/003	Handle mail	2	3	15
D/506/1875	AF6/2/LQ/004	Organise business travel or accommodation	2	4	23
H/506/1814	AY7/2/LQ/001	Provide reception services	2	3	15
H/506/1876	AF6/2/LQ/005	Provide administrative support for meetings	2	4	28
K/506/1815	AZ1/2/LQ/001	Prepare text from notes using touch typing	2	4	26
L/506/1807	AF6/2/LQ/001	Manage diary systems	2	2	12
L/506/1810	AF3/2/LQ/002	Collate and report data	2	3	19

L/506/1869	AF6/2/LQ/003	Contribute to the organisation of an event	2	3	23
L/506/1905	HE6/2/LQ/001	Employee rights and responsibilities	2	2	16
M/506/1816	AZ1/2/LQ/002	Prepare text from shorthand	2	6	46
M/506/1895	AF5/2/LQ/001	Buddy a colleague to develop their skills	2	3	19
R/506/1811	AY5/2/LQ/002	Store and retrieve information	2	4	19
R/506/1887	AY5/2/LQ/006	Administer parking dispensations	2	3	25
R/506/1890	AK1/2/LQ/001	Administer finance	2	4	21
T/506/1817	AZ1/2/LQ/003	Prepare text form recorded audio instruction	2	4	15
T/506/1865	AZ1/2/LQ/004	Archive information	2	3	14
T/506/1879	AY5/2/LQ/005	Administer human resource records	2	3	28
Y/506/1809	AY5/2/LQ/001	Produce business documents	2	3	24
Y/506/1812	AF6/2/LQ/002	Produce minutes of meetings	2	3	13
A/506/1799	AA3/1/LQ/001	Meet and welcome visitors in a business environment	1	2	20
D/506/1794	AA4/1/LQ/005	Health and safety in a business environment	1	2	10
K/506/1796	AY7/1/LQ/001	Use a telephone and voicemail system	1	2	20
A/506/1916	CY2/3/LQ/001	Contribute to the development and implementation of an information system	3	6	21
F/506/1917	CY2/3/LQ/002	Monitor information systems	3	8	43
K/506/1913	AF3/3/LQ/002	Develop a presentation	3	3	17
M/506/1914	AF3/3/LQ/003	Deliver a presentation	3	3	17
M/506/1945	AG2/3/LQ/001	Analyse and present business data	3	6	24
Y/506/2295	AY8/2/LQ/001	Maintain and issue stationery and supplies	2	3	18
J/506/1868	AY8/2/LQ/002	Use and maintain office equipment	2	2	10

Optional Group C					
M/502/4300	CR3/2/LQ/001	Using Email	2	3	20
F/502/4396	CP4/2/LQ/004	Bespoke Software	2	3	20
F/502/4625	CP3/2/LQ/001	Spreadsheet Software	2	4	40
J/502/4559	CM3/2/LQ/001	Data Management Software	2	3	20
M/502/4622	CQ5/2/LQ/003	Presentation Software	2	4	30
R/502/4628	CQ1/2/LQ/001	Word Processing Software	2	4	30
R/502/4631	CQ0/2/LQ/001	Website Software	2	4	30
A/506/2130	AF4/2/LQ/003	Deliver customer service	2	5	27
F/506/1934	AF4/3/LQ/001	Participate in a Project	3	3	19
F/601/8320	AK1/2/LQ/002	Processing customers' financial transactions	2	4	8
T/505/1238	AK8/2/LQ/001	Payroll Processing	2	5	20
R/506/2134	AY5/2/LQ/007	Process information about customers	2	3	14
Y/506/2149	AF3/2/LQ/003	Develop Customer Relationships	2	3	18
Optional Group D					
A/506/1818	AF3/2/LQ/004	Understand the use of research in business	2	6	40
D/506/1939	AA3/3/LQ/001	Understand the legal context of business	3	6	44
D/502/9928	BA1/2/LQ/003	Principles of marketing theory	2	4	30
D/502/9931	BA1/2/LQ/004	Principles of digital marketing	2	5	40
K/503/8194	AA3/2/LQ/001	Principles of customer relationships	2	3	18
L/506/2083	BA3/1/LQ/004	Understand working in a customer service environment	1	3	25
R/505/3515	BA7/2/LQ/001	Know how to publish, integrate and share using social media	2	5	40
F/505/6880	BA1/2/LQ/005	Exploring Social Media	2	2	16
L/505/3514	BA1/2/LQ/006	Understand the safe use on online and social media platforms	2	4	25
J/506/1806	HE4/2/LQ/013	Principles of equality and diversity in the workplace	2	2	10
R/506/2294	AF8/2/LQ/001	Principles of team leading	2	5	37

Assessment and Moderation

Assessment process

The assessment process for this qualification is as follows:

- The learners are assessed through activities that are internally set by tutor assessors;
- The activities must be designed to enable learners to meet the assessment criteria of the unit;
- Learners' portfolios of assessed evidence must be internally moderated at the Centre;
- The portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for this qualification.

Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that *can* (indicated as 'Optional' or 'O') and/or *must* (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this qualification is in the 'OCNLR Assessment Guidance and Ofqual Level Descriptors' section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Assessors need to ensure that the work in a learner's portfolio is:

- Authentic – it is the result of the learner's own performance or activity;
- Sufficient – enabling the assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:

- Compares assessment judgements from different assessors
- Promotes consistent judgements by different assessors;
- Identifies good practice in assessment;
- Promotes the sharing of good practice in assessment between Centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from the qualification must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements the Centre should refer to the 'Access to Fair Assessment Policy and Procedure' which can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

Requirements for assessors

Assessors of the qualification are expected to be:

Sufficiently competent

In addition to being qualified to make assessment decisions, each assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the assessor.

Sufficiently knowledgeable

Each assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

OCNLR Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptors relevant to this qualification, please click on the links below.

[Level 1 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 2 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 3 Assessment Guidance and Ofqual's Level Descriptors](#)

About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London, we work with Centres both across the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those who have not previously benefitted from education.

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with Centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We are committed to the belief that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications please contact our Curriculum Development Team on **020 7689 5867**.

For further information call 020 7278 5511. E: enquiries@ocnlondon.org.uk

Or visit our website: www.ocnlondon.org.uk



📍 **OCN London,**
 15 Angel Gate, 326 City Road, London EC1V 2SF
 🌐 www.ocnlondon.org.uk
 ✉ enquiries@ocnlondon.org.uk
 📞 020 7278 5511