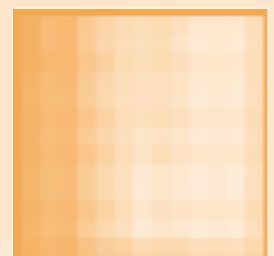


OCR LEVELS 1, 2, 3 AND 4 NVQ IN
ADMINISTRATION (REVISED 2001)



OCR LEVELS 1, 2, 3 AND 4 NVQ IN ADMINISTRATION

OCR is an awarding body, established by the University of Cambridge Local Examinations Syndicate and RSA Examinations Board. OCR provides a full range of vocational and academic qualifications.

OCR provides a comprehensive range of resources, advisory and support services to enable centres to offer Administration NVQs:

- Recording documents for centres
- Guidance on delivery, assessment and verification of qualifications
- Advisory visits
- Evaluation of centres
- External verification
- Registration and certification of candidates
- Regular updates on developments
- Presentations and workshops

Administration NVQs

Administration spans all occupations and sectors of employment. The Administration NVQs offered by OCR encourage and acknowledge the competence of staff working at all levels within this area.

The Council for Administration

The Council for Administration (CfA) is the officially recognised Lead Body for the sector. The CfA developed the national standards on which these qualifications are based, following extensive consultation with practitioners from all sectors of the industry.

The National Qualifications Framework

This qualification has been accepted by the Qualifications and Curriculum

Authority (QCA) for inclusion in the National Qualifications Framework (NQF).

The NVQ Structure

NVQs have flexible structures, which allow candidates to gain recognition for the skills required in their job role.

Where training needs are identified these can be addressed at work through college/training centre arrangements.

- Credit can be gained for past achievements where they can be related to the NVQ.
- NVQs assess knowledge and understanding but also measure a candidate's performance in the real work environment.

NVQs are based on National Occupational Standards, which describe what is required of the candidates in very precise detail.

There are a broad range of optional units within the Administration NVQ structure to provide flexibility to meet the requirements of anyone working in an administrative function at each level. Some units have been imported from other standards setting bodies eg ENTO, eskills NTO, METO, ANTO and FSNTO.

Structure

Administration Level 1

Scheme Code 1802

Who is it for?

Typically those carrying out routine administrative activities and requiring a high level of supervision.

Qualification Structure

The qualification consists of 5 units in total. These are drawn from 3 mandatory core units, 1 unit from Optional Group A and 1 unit from Optional Group B.

Mandatory Units

- 101 Contribute to effective team work
- 102 Ensure your own actions reduce risks to health and safety (ENTO)*
- 103 Prepare and copy routine documents

Optional Group A

- 104 Find and store files in a paper-based system
- 105 Enter and find data using a computer

Optional Group B

- 106 Contribute to maintaining customer service
- 107 Distribute and dispatch mail

Administration Level 2

Scheme Code 1803

Who is it for?

Typically those involved in a broad range of activities, requiring a limited amount of supervision and working with some autonomy.

Qualification Structure

The qualification consists of 8 units in total. These are drawn from 5 mandatory core units, 1 unit from Optional Group A and 2 units from Optional Group B.

Mandatory Units

- 102 Ensure your own actions reduce risks to health and safety (ENTO)*

- 201 Support the work of your team
- 202 Plan, organise and improve your work
- 203 Communicate information using telephone and fax
- 204 Prepare and print documents using a computer

Optional Group A

- 205 Record, store and supply information using a paper-based filing system
- 206 Enter, retrieve and print data in a database

Optional Group B

- 207 Provide effective customer service
- 208 Maintain and issue stock items
- 209 Co-ordinate mail services
- 210 Produce and distribute mail merge documents
- 211 Contribute to the arrangement of events
- 212 Receive and assist visitors
- 213 Support the use of information technology
- 214 Communicate information electronically (eskills NTO)**
- 215 Produce simple spreadsheet documents
- 216 Produce documents from own notes
- 217 Produce documents from recorded speech
- 218 Photocopy, present and distribute complex documents
- 219 Receive and make payments
- 220 Process financial information
- 221 Support the collection of debts

Administration Level 3

Scheme Code 1804

Who is it for?

Typically those carrying out administrative duties with a considerable amount of responsibility and autonomy.

Qualification Structure

The qualification consists of 9 units in total. These are drawn from 5 mandatory core units, 1 unit from Optional Group A and 3 units from Optional Group B.

Mandatory Units

- 301 Maintain effective working relationships
- 302 Contribute to the maintenance of a healthy, safe and productive working environment
- 303 Manage your work and development
- 304 Contribute to co-ordinating administrative services
- 305 Research, prepare and present information from a variety of sources

Optional Group A

- 306 Maintain and develop a paper-based information system

- 307 Maintain and use databases (eskills NTO)**

Optional Group B

- 308 Develop effective services for customers
- 309 Support users of administrative services
- 310 Contribute to scheduling activities and resources
- 311 Contribute to organising events
- 312 Order, store and distribute supplies
- 313 Support and record business meetings
- 314 Organise repairs to premises and equipment
- 315 Contribute to the development of teams and individuals (METO)***
- 316 Lead the work of teams and individuals to achieve their objectives (METO)***
- 317 Contribute to the selection of personnel for activities (METO)***
- 318 Support the use of information technology systems
- 319 Produce spreadsheet documents (eskills NTO)**
- 320 Design and lay out complex documents using a computer



- 321 Design and create presentations using a computer
- 322 Prepare documents from shorthand notes
- 323 Produce documents from complex recorded speech
- 324 Recording income and receipts (ANTO)****
- 325 Making and recording payments (ANTO)****
- 326 Investigate arrears and recover debt (FSNTO)*****

Administration Level 4

Scheme Code 1805

Who is it for?

Typically administrators working at a senior level with considerable responsibility for the management of systems and resources, working with an extensive degree of autonomy.

Qualification Structure

The qualification consists of 9 units in total. These are drawn from 6 mandatory and 3 optional units.

Mandatory Units

- 301 Maintain effective working relationships
- 401 Develop administrative services
- 402 Implement, monitor and maintain administrative services
- 403 Prepare and co-ordinate operational plans
- 404 Manage and continuously develop your own practice
- 405 Provide information to support decision making (METO)***

Optional Units (choose any 3 units from the following)

- 406 Provide the facilities for administrative services

- 407 Provide support for the planning and implementation of administrative services
- 408 Manage your organisation's facilities
- 409 Negotiate and manage agreements for supplies
- 410 Contributing to the planning and application of resources (ANTO)****
- 411 Support and record formal meetings
- 412 Facilitate meetings (METO)***
- 413 Develop teams and individuals to enhance performance (METO)***
- 414 Manage the performance of teams and individuals (METO)***
- 415 Select personnel for activities (METO)***
- 416 Monitor your organisation's compliance with its legal, regulatory, social, environmental and ethical responsibilities
- 417 Monitor procedures to control risks to health and safety (ENTO)*
- 418 Manage the use of physical resources (METO)***
- 419 Manage the use of financial resources (METO)***
- 420 Maintaining financial records and preparing accounts (ANTO)****
- 421 Preparing reports and returns (ANTO)****
- * ENTO - Employment National Training Organisation
- ** ekills NTO - ekills National Training Organisation
- *** METO - Management and Enterprise National Training Organisation
- **** ANTO - Accountancy National Training Organisation
- ***** FSNTO - Financial Services National Training Organisation

The Benefits of Administration NVQs

Employees will benefit from:

- A clear understanding of responsibilities
- The development of new skills
- The recognition of existing skills
- Opportunities to improve service to customers
- Improvements to working practice

Employers will benefit from:

- Improved staff performance
- Increased skill levels
- More highly motivated staff
- Improvements in the quality of service to customers
- New ideas for future development

Centres

Organisations wishing to offer Administration NVQs can either apply to OCR to become a registered centre (if they can provide appropriate Internal Verifiers and Assessors) or work with an existing centre to assess the NVQ.

Candidates

If you wish to become a candidate for the NVQ you need to register with an OCR approved centre. Once you have registered with a centre they will provide guidance and support on your route to achieving your qualification.

Information on approved centres can be obtained by ringing OCR's Information Bureau on 024 76 470033.

Assessors

must gain, within 18 months of appointment, the TDLB units D32 and D33. They also require the appropriate occupational competence to assess Administration NVQs.

Internal Verifiers

are appointed by the Centre. They provide advice and support to Assessors, administer the documentation and monitor the quality of assessment. They will hold or be working towards TDLB (Training and Development Lead Body) unit D34. They also require the appropriate occupational competence to verify Administration NVQs.

External Verifiers

External Verifiers are appointed by OCR to evaluate centres, to monitor quality and to provide on-going support. They will have occupational experience in Administration.

What do I do next?

- Contact our Information Bureau for further information on 024 76 470033 or email cib@ocr.org.uk
- The OCR fees booklet (A250), which includes charges for centre evaluation, candidate registration and certification, is available from the OCR Information Bureau.
- A combined scheme book/CAR containing the standards and guidance on implementation of each NVQ level will be available to purchase from OCR Publications (0870 870 6622). A CD ROM containing the standards will also be available for purchase shortly.
- The leaflet *Becoming an NVQ Centre: Steps to Implementation* (N61) will be useful to organisations considering applying to OCR to become a centre
- Full details of how to apply are given in *Notes for Guidance* (L526)

which is included in the Centre Approval Pack, which is available from Operations in Coventry.

There is a range of support available to centres considering seeking approval to offer any of OCR's qualifications. For further information on OCR's qualifications, products and services contact the OCR Information Bureau or visit our website at www.ocr.org.uk

Other qualifications offered by OCR which may be of interest to you, include:

- RSA Text Processing Modular Awards
- RSA CLAIT (Computer Literacy and Information Technology)
- NVQ Customer Service Levels 2 and 3
- NVQ Management Levels 3, 4 and 5
- NVQ Information Technology Levels 1, 2, 3 and 4
- NVQ Accounting Levels 2 and 3



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