

Cambridge TECHNICALS LEVEL 3

# ***BUSINESS***

Cambridge  
TECHNICALS  
2016

## **CERTIFICATE SUITE QUALIFICATION HANDBOOK**

OCR Level 3 Cambridge Technical Certificate in Business  
(05834)

OCR Level 3 Cambridge Technical Extended Certificate in  
Business (05835)

First teaching from September 2016

Version 1

# About this handbook

The information we've provided in this handbook is correct at the time we produced it. Occasionally we may update it so please check the qualification [webpages](#) for the most up-to-date information.

Staff involved in delivering these qualifications must have access to and understand the requirements in this handbook.

You should read this document along with the new *Admin Guide: Cambridge Technicals*.

## About us

OCR is a leading UK awarding body. As well as having a vocational heritage from RSA that stretches back to 1856, we're part of the Cambridge Assessment Group, Europe's largest assessment agency and a department of the University of Cambridge.

We offer an exciting range of qualifications to engage people of all ages and abilities at school, college or in work. Over 13,000 centres choose the qualifications we offer, which range from Entry Level to Higher Apprenticeships and Level 7.

As a not-for-profit organisation, success for us is about how effectively we achieve our aims of helping learners to realise their aspirations and to achieve their full potential.

In particular, our vocational qualifications aren't just about results, they're about educating people in the knowledge and skills they need for employment and for the community as a whole; creating self-confident individuals and helping them build a brighter future.

### **'Let's pull together, because together we achieve more'**

Our slogan reflects our desire to make a real contribution – and recognises that the best way to achieve this is through working closely with those also involved in education – from tutors, universities and FE colleges to industry leaders, employers, training providers and government departments. We're also very keen to support our centres in a relevant, practical and meaningful way.

## Thank you

We've worked with centres, employers and higher education institutions to design these qualifications.

**Thank you** to everyone who provided support and feedback as we developed the new Cambridge Technicals in Business. Particular thanks go to those of you who helped us shape these qualifications by so generously giving your own time to share your advice and experiences.

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# 1 Qualification overview

## OCR Level 3 Cambridge Technical Certificate in Business (Qualification No. 601/7698/2)

This is part of the Level 3 Cambridge Technicals in Business suite. There are four qualifications in this suite and they share common units:

### Cambridge Technical Certificate in Business

#### Cambridge Technical Extended Certificate in Business

- 360 GLH – equivalent to one A level in terms of size.
- 5 units – 3 mandatory units 1 x 120 GLH unit and 1 x 60 GLH unit - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 2 further units, 2 x 60 GLH units which are either examined or centre-assessed and moderated by OCR.

#### Cambridge Technical Foundation Diploma in Business

- 540 GLH - equivalent to one and a half A levels in terms of size.
- 8 units - 3 mandatory units 1 x 120 GLH unit and 1 x 60 GLH unit - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 5 further units, 5 x 60 GLH units which are either examined or centre-assessed and moderated by OCR. Three of these units must be selected from a specialist endorsed pathway.
- There are four specialist endorsed pathways.

#### Cambridge Technical Diploma in Business

- 720 GLH - equivalent to two A levels in terms of size.
- 11 units – 4 mandatory units 1 x 120 GLH unit and 2 x 60 GLH units - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 7 further units, 7 x 60 GLH units which are either examined or centre-assessed and moderated by OCR. Three of these units must be selected from a specialist endorsed pathway.
- There are four specialist endorsed pathways and double endorsements are possible.

### Certificate Entry code: 05834

180 GLH – equivalent to one AS level in terms of size.

2 units – 1 externally examined (120 GLH) and a choice of 1 additional 60 GLH unit which is either an externally examined unit or a centre-assessed unit moderated by OCR.

It will provide learners with the opportunity through applied learning to develop core principles and specialist knowledge and understanding required in the business sector.

You'll find the units and supporting documents for these qualifications on our website.

## Statement of purpose

### Who is the **OCR Level 3 Cambridge Technical Certificate in Business** for?

This qualification is for learners 16 years old or over who want to study business.

This qualification will provide learners with the skills, knowledge and understanding to progress into Higher Education (HE) on a business-related programme such as Business, Business Management, Marketing, Business and Finance, Business and Economics, Accounting, and Certificate or Diploma in Human Resource Management. It will also allow learners to choose non-business related degree programmes.

The qualification is designed to be taken as part of a study programme alongside other vocational qualifications, such as Cambridge Technicals in IT, Science or Sport and Physical Activity and A levels including subjects such as Economics, Maths, Geography, Computer Science, Sociology or Psychology.

### What does this qualification cover?

Learners will take one mandatory unit, The Business Environment - this is an externally assessed unit, and one optional unit. The mandatory unit will give learners an understanding of the wider external contexts in which businesses operate and of internal business functions and their interdependencies. The unit will allow learners to appreciate how legal, financial, ethical and resource constraints can affect business behaviour and the influence that different stakeholders can have and how businesses must respond. The optional units cover a wide range of topics to give learners the opportunity to take a unit that is relevant to a specific aspect of business; for example marketing, accounting, human resources or business planning. Learners will also develop transferable skills such as communication, planning, teamwork, research and analysis.

### Is this qualification right for my learners?

This qualification is part of a suite of Cambridge Technicals in Business at Levels 2 and 3. Normally, learners would choose one of the OCR Level 3 Cambridge Technicals in Business because they have successfully gained Level 2 qualifications in a similar or related subject. But there are no formal entry requirements for this qualification.

There are four sizes of qualification available in the Level 3 Cambridge Technicals in Business suite:

OCR Level 3 Cambridge Technical Certificate in Business

OCR Level 3 Cambridge Technical Extended Certificate in Business

OCR Level 3 Cambridge Technical Foundation Diploma in Business

OCR Level 3 Cambridge Technical Diploma in Business

Learners should take the Certificate as it will give them the skills, knowledge and understanding of business which, gained alongside other vocational or academic qualifications, can allow them access to Higher Education on business-related programmes.

## OCR Level 3 Cambridge Technical Extended Certificate in Business (Qualification No. 601/7699/4)

This is part of the Level 3 Cambridge Technicals in Business suite. There are four qualifications in this suite and they share common units:

### Cambridge Technical Certificate in Business

- 180 GLH – equivalent to one AS level in terms of size.
- 2 units – 1 externally examined (120 GLH) and a choice of 1 additional 60 GLH unit which is either an externally examined unit or a centre-assessed unit moderated by OCR.

### Cambridge Technical Extended Certificate in Business

### Cambridge Technical Foundation Diploma in Business

- 540 GLH - equivalent to one and a half A levels in terms of size.
- 8 units - 3 mandatory units 1 x 120 GLH unit and 1 x 60 GLH unit - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 5 further units, 5 x 60 GLH units which are either examined or centre-assessed and moderated by OCR. Three of these units must be selected from a specialist endorsed pathway.
- There are four specialist endorsed pathways.

### Cambridge Technical Diploma in Business

- 720 GLH - equivalent to two A levels in terms of size.
- 11 units – 4 mandatory units 1 x 120 GLH unit and 2 x 60 GLH units - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 7 further units, 7 x 60 GLH units which are either examined or centre-assessed and moderated by OCR. Three of these units must be selected from a specialist endorsed pathway.
- There are four specialist endorsed pathways and double endorsements are possible.

### Extended Certificate Entry code: 05835

360 GLH - equivalent to one A level in terms of size.

5 units – 3 mandatory units 1 x 120 GLH unit and 1 x 60 GLH unit - externally examined, and 1 x 60 GLH unit – centre-assessed and moderated by OCR. A choice of 2 further units, 2 x 60 GLH units which are either examined or centre-assessed and moderated by OCR.

It will provide learners with the opportunity through applied learning to develop the core specialist knowledge, skills and understanding required in the business sector.

You'll find the units and supporting documents for these qualifications on our website.

## Statement of purpose

### Who is the **OCR Level 3 Cambridge Technical extended Certificate in Business** for?

This qualification is for learners 16 years old or over who want to study business.

This qualification will provide learners with the skills, knowledge and understanding to progress into Higher Education (HE) on a business-related programme such as Business, Business Management, Marketing, Business and Finance, Business and Economics, Accounting, and Certificate or Diploma in Human Resource Management. It will also allow learners to choose non-business related degree programmes.

The qualification is designed to be taken as part of a study programme alongside other vocational qualifications, such as Cambridge Technicals in IT, Science or Sport and Physical Activity and A levels including subjects such as Economics, Maths, Geography, Computer Science, Sociology or Psychology.

### What does this qualification cover?

Learners will take five units made up of three mandatory units and two optional units: Everybody will study the following mandatory units:

- The business environment
- Working in business
- Customers and communication

The mandatory externally assessed unit, The business environment will give learners an understanding of the wider external contexts in which businesses operate and of internal business functions and their interdependencies. The unit will allow learners to appreciate how legal, financial, ethical and resource constraints can affect business behaviour and the influence that different stakeholders can have and how businesses must respond.

The mandatory externally assessed unit, Working in business will give learners an understanding of the type of critical skills needed when working in business, such as organisation, prioritisation and effective communication. The unit will allow learners to learn how to use different business documents and about organisational protocols that most businesses would expect employees to follow.

The mandatory internally assessed unit, Customers and communication will allow learners to appreciate how vital customers are to the success of a business. It will give learners an understanding of how important it is for businesses to know their customers and what influences customer behaviour. In this unit, learners will understand how to communicate with customers.

The optional units cover a wide range of topics to give learners the opportunity to take a unit that is relevant to a specific aspect of business; for example marketing, accounting, human resources or business planning. Learners will also develop transferable skills such as communication, planning, teamwork, research and analysis.

### Is this qualification right for my learners?

This qualification is part of a suite of Cambridge Technicals in Business at Levels 2 and 3. Normally, learners would choose one of the OCR Level 3 Cambridge Technicals in

Business because they have successfully gained Level 2 qualifications in a similar or related subject. But there are no formal entry requirements for this qualification.

There are four sizes of qualification available in the Level 3 Cambridge Technicals in Business suite:

OCR Level 3 Cambridge Technical Certificate in Business

OCR Level 3 Cambridge Technical Extended Certificate in Business

OCR Level 3 Cambridge Technical Foundation Diploma in Business

OCR Level 3 Cambridge Technical Diploma in Business

Learners should take the Extended Certificate as it will give them the skills, knowledge and understanding of business which, gained alongside other vocational or academic qualifications, can allow them access to Higher Education on business-related programmes.

## 2 About these qualifications

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### Introduction

This handbook contains everything you need to know about these qualifications. Everyone involved in the planning, delivery and assessment of these qualifications should use it.

We also ask you to read the Admin guide: *OCR Admin Guide: Cambridge Technicals*. This contains the administrative information you need and you'll find it on our website.

These qualifications are regulated by Ofqual.

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### Qualification size

The size of the qualification is described in terms of Guided Learning Hours (GLH).

GLH indicates the approximate time (in hours) the tutor will spend supervising or directing study time and assessment. We have worked with people who are experienced in delivering business qualifications to determine what content needs to be taught and how long it will take to deliver.

Unit 1 in this business suite takes 120 GLH to deliver; all other units take 60 GLH to deliver.

The 2 unit Certificate needs 180 GLH.

The 5 unit Extended Certificate needs 360 GLH.

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### How does it fit into a 16-19 study programme?

The Certificate (180 GLH) is designed to be taken alongside other qualifications within a 16-19 study programme, primarily to support the main subject.

The Extended Certificate (360 GLH) is designed to either form the substantive part of a single year programme or to be taken in combination with other elements in either a vocational or academic programme.

You should make sure learners are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

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### Is there a learner entry requirement?

No, to take these qualifications learners don't need any specific knowledge or skills related to the qualification.

Learners should be aged 16 and over.

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Do learners need specific prior learning?	<p>No, but we do strongly recommend that they hold a Level 2 maths qualification, for example GCSE grade C or above. However, this is at your discretion.</p> <p>We recommend you do an initial assessment to make sure learners are capable of reaching the required standards of the qualification they intend to work towards.</p>
How are these qualifications delivered?	<p>You're free to deliver these qualifications using any mode of delivery that meets the needs of your learners but you do have to involve employers in delivering and/or assessing them.</p> <p>Whichever mode of delivery you decide to use, you must make sure learners have appropriate access to the resources they will need to develop the skills, understanding and knowledge and to complete the assessments.</p> <p>We recommend you reference teaching and development of subject content and associated skills to real life situations, using appropriate work-based contact, delivery personnel who are vocationally experienced and real life case studies.</p>
What are the subject knowledge requirements for our centre staff?	<p>Tutors must have the relevant level of subject knowledge and skills to deliver these qualifications.</p>
Are there specific resource requirements for my centre?	<p>No there are no specific requirements.</p> <p><b>Health and safety</b> Please also make sure your learners are provided with appropriate physical resources, such as protective equipment and/or clothing, wherever this is appropriate.</p> <p>You and your centre must take care and follow all health and safety requirements and quality assurance procedures specific to each practical activity. You must make sure the appropriate health and safety policies are in place for equipment used by learners, even if the equipment isn't specified in the unit content.</p> <p><b>Assessment</b> Your centre must provide appropriate examination facilities for learners that comply with our regulations stated in the <i>Admin guide: OCR Admin Guide: Cambridge Technicals</i> and the <i>JCQ Instructions for Conducting Examinations</i>.</p>

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How are these qualifications assessed?

The Certificate and the Extended Certificate are assessed using a combination of:

- external assessment, which we set and mark
- internal assessment, where the tutor assesses the learners' work and we externally moderate it.

You have two choices for how your learners' work is moderated:

- we visit your centre
- your learners upload their work to an online e-portfolio called MAPS (Managed Assessment Portfolio System) and we moderate remotely.

The MAPS e-portfolio allows you to:

- provide access to your learners
- upload documents
- manage and mark work
- provide feedback to learners
- internally standardise.

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How are these graded?

Every unit achieved will be graded as pass, merit, or distinction.

Learners who don't achieve a pass in a unit will be unclassified. A learner must get at least a pass for every unit to be awarded the qualification they have entered for.

Qualifications are graded using a Pass, Merit, Distinction, Distinction\* (and Unclassified) structure.

You'll find full details about the rules for achieving a qualification and about grading in section 10 of this handbook 'How to calculate the qualification grade'.

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Funding	<p>These qualifications are eligible for funding for learners aged 16-18 and 19+.</p> <p>For details about approval and funding eligibility, you can visit the following websites:</p> <p>Department for Education (DfE) <a href="#">Section 96</a> – for confirmation of the approval of qualifications to be delivered to specific age ranges.</p> <p><a href="#">Education Funding Agency</a> for public funding information for learners (0-18) in England</p> <p><a href="#">Department for Employment and Learning</a> for public funding in Northern Ireland</p> <p><a href="#">Skills Funding Agency</a> for public funding information for learners (19+) in England</p> <p>Use the Qualification Number (QN) when you're looking for information on qualification eligibility for public funding.</p> <p>Each unit in a qualification has a unit reference number. These numbers are used for funding where individual units of qualifications are approved for programmes, for example, as part of the offer for the unemployed or offenders' learning and skills service (OLASS) in England.</p> <p>If you have any queries about funding for these qualifications email us at <a href="mailto:funding@ocr.org.uk">funding@ocr.org.uk</a>.</p>
Performance tables	<p>We've designed these qualifications to meet the Department for Education (DfE) requirements for qualifications in the Applied General category of the 16 to 19 performance tables.</p> <p>You'll find information on performance tables on the <a href="#">DfE website</a>.</p>
Are these qualifications recognised in the UCAS tariff tables?	<p>Yes. You'll find further information on the <a href="#">UCAS website</a>.</p> <p>It's always important for learners to check individual course requirements when applying to university.</p>
Last entry date	<p>These qualifications will continue to be available for entries and certification until we decide they need to be withdrawn.</p> <p>If we're going to withdraw a qualification we'll set an end date for entries and certification and we'll tell you what the arrangements are for the last date to enter learners and make claims for certificates.</p> <p>When we've set end dates, you'll be able to see these on Ofqual's register of regulated qualifications. If an end date is not specified, it's because the qualification is still available.</p>

# 3 Qualification resources, support and useful links

Our aim is to provide you with the information and support you need to deliver these qualifications.

## Qualification resources

These resources will be available on our website.

### Delivery guide

Each unit delivery guide contains a range of lesson ideas with associated activities you can use with your learners. We've structured the guide by learning outcome so you can see how each activity helps learners cover the specification. We've also explained key terms and common misconceptions in it.

### Lesson elements

These are task sheets with accompanying teacher instructions. Each lesson element offers you a creative way of encouraging your learners to engage with the topic, with individual and group exercises, research activities and the opportunity to develop English and maths skills.

### Resources links

This is an e-resource that provides you with links to a range of teaching and learning websites and materials for each unit.

### Skills guides

We've written skills guides for you and your learners'. They can help review or refresh skills in a variety of areas including:

- managing projects
- research
- referencing (good practice in acknowledging the work of other authors and avoiding accusations of plagiarism)
- examinations.

You can find these on our website: <http://www.ocr.org.uk/i-want-to/skills-guides/>.

### Project approach to delivery

A project delivery approach will be available for each pathway. These resources will show you how you can set a business project so that you can deliver the content in a holistic manner. The project approach is another way to involve employers in the delivery of these qualifications.

## Rules of combination calculator

This tool helps you and your learners to make sure that the right number and combination of units is chosen for a selected pathway.

## Progress tracker

This tool helps you track your learners' progress through their chosen units.

## Sample assessment materials

We only provide sample assessment materials for the externally assessed units. This is because we set the assessment for these units. Sample assessments show you what the assessment will look like, and you can use them as practice materials. Each year we'll make the exams from the previous year available as practice papers.

You can download sample assessment material and, eventually, past papers from our website at [www.ocr.org.uk](http://www.ocr.org.uk).

## Model assignments

We'll provide model assignments for mandatory internally assessed units. These can be:

- used as they are, to assess your learners
- modified to suit your local or regional environment
- used as a guide to help you design your own assignments.

## Assignment checking service

You can develop your own assessment for internally assessed units.

We provide an optional assignment checking service for Cambridge Technicals centres. If you use this service we'll check that the assignment you've designed covers the grading criteria described in the unit and allows every learner to reach the highest grade if they demonstrate they have the associated level of knowledge, understanding and skills.

Find out more on our CPD Hub.

## MAPS (Managed Assessment Portfolio System)

MAPS is a secure online e-portfolio that you can use to assemble evidence, provide feedback, mark and submit your learners work. It's easy to set up and use, is web-based and available anytime. It's secure and easily accessible to tutors, learners and moderators.

When you log in to MAPS, you'll find teacher and student user guides and video tutorials available in the Help section.

You'll need to request access to MAPS. Please see the *Admin guide: OCR Admin Guide: Cambridge Technicals* for information on how to do this.

## Supporting you

We offer a range of support to you and your centre to help you prepare for and deliver these qualifications.

### Subject expert visit

This is available to your centre before you start to teach the qualifications.

### Advisory visit

If you're already delivering these qualifications but need some more support, you can take advantage of a free advisory visit before your first moderation.

### CPD training events

We'll look to provide face-to-face courses and live online training events (webinars) where you can benefit from information, advice and guidance from subject experts and network with fellow professionals. We'll also produce presentations and films that provide detailed information and feedback about specifications, grading criteria and candidate performance in past sessions.

Find out about all our current courses on the CPD Hub [www.cpdhub.ocr.org.uk](http://www.cpdhub.ocr.org.uk).

### Online community

To share and swap ideas for delivery, post questions, support other tutors, suggest ideas for employer engagement, share links to other teaching and learning resource and more, visit our online community <http://social.ocr.org.uk>.

## Useful documents and links

### Key OCR documents

#### *Units*

These are separate documents which you'll find on the qualification page of our website.

#### *Admin guide: OCR Admin Guide: Cambridge Technicals*

First teaching of these qualifications will begin in September 2016. You'll find details about the administration of them, including key dates for taking exams and when you need to carry out administrative activities in this guide. It's available on our website.

#### *Candidate Authentication Statement for OCR Cambridge Technicals*

Learners must sign this statement to confirm that the work they've submitted for assessment is their own. The form is completed when work is submitted for assessment and it can cover more than one unit. There must be a statement covering every unit that makes up a learner's qualification

### *Unit Recording Sheets (URS)*

You complete this form to record your assessment decisions. If you are not using MAPS for moderation, you must fill in a URS for each unit a learner completes and make this available with the work during visiting moderation. If you are using MAPS for moderation your assessment decisions will be captured in the e-portfolio.

### *Witness Statement*

You should use this form when you've observed a learner as part of their assessment. Use it to testify or corroborate what has actually been observed by you.

### Other useful documents and links

JCQ publications                      Access Arrangements, Reasonable Adjustments and Special Consideration  
Instructions for Conducting Examinations  
Suspected Malpractice in Examinations and Assessments

Find these at [www.icq.org.uk](http://www.icq.org.uk)

Ofqual documents                      Regulatory documents:

Find these at: <https://www.gov.uk/guidance/awarding-organisations-understanding-our-regulatory-requirements>

## 4 How these qualifications are structured

These qualifications are made up of units which can feature in one or more of the qualifications in the Business suite. Learners don't have to achieve the units in any particular order but it's worth noting that the content in mandatory Unit 1 underpins the learning in other units (see Appendix C).

You must consider the relationship between the mandatory units and the others when you plan the learning programme. We strongly recommend that learners achieve these units before being assessed in others.

**When combining units for the chosen qualification, it's your responsibility to make sure the rules for the qualification are followed.**

### Level 3 Cambridge Technical Certificate in Business (180 GLH)

For this qualification learners must achieve two units: one mandatory and one optional unit.

#### Key to units for this qualification

<b>M</b> = Mandatory	Learners must achieve this unit
<b>O</b> = Optional	Learners must achieve one of these units
<b>E</b> = External assessment	We set and mark the exam
<b>I</b> = Internal assessment	You assess this and we moderate it

Unit no.	Unit title	Unit ref. no. (URN)	How are they assessed?	Guided learning hours (GLH)	Mandatory or optional
1	The business environment	A/507/8148	E	120	<b>M</b>
2	Working in business	F/507/8149	E	60	<b>O</b>
3	Business decisions	T/507/8150	E	60	<b>O</b>
4	Customers and communication	A/507/8151	I	60	<b>O</b>
5	Marketing and market research	F/507/8152	I	60	<b>O</b>
8	Introduction to human resources	R/507/8155	I	60	<b>O</b>
11	Accounting concepts	H/507/8158	I	60	<b>O</b>
16	Principles of project management	M/507/8163	I	60	<b>O</b>

To achieve this qualification there's mandatory content that all learners must have successfully mastered. This content is shown in the table above by an **M** and it contributes 66.6% to the qualification grade.

## Level 3 Cambridge Technical Extended Certificate in Business (360 GLH)

For this qualification, learners must achieve five units, three mandatory units and two optional units.

### Key to units for this qualification

<b>M</b> = Mandatory	Learners must achieve all these units
<b>O</b> = Optional	Learners must achieve two of these units
<b>E</b> = External assessment	We set and mark the exam
<b>I</b> = Internal assessment	You assess this and we moderate it

Unit no.	Unit title	Unit ref. no. (URN)	How are they assessed?	Guided learning hours (GLH)	Mandatory or optional
1	The business environment	A/507/8148	E	120	<b>M</b>
2	Working in business	F/507/8149	E	60	<b>M</b>
3	Business decisions	T/507/8150	E	60	O
4	Customers and communication	A/507/8151	I	60	<b>M</b>
5	Marketing and market research	F/507/8152	I	60	O
8	Introduction to human resources	R/507/8155	I	60	O
11	Accounting concepts	H/507/8158	I	60	O
16	Principles of project management	M/507/8163	I	60	O
17	Responsible business practices	T/507/8164	I	60	O
19	International business	A/507/8165	I	60	O
20	Business events	F/507/8166	I	60	O
21	Being entrepreneurial – evaluating viable opportunities	J/507/8167	I	60	O

To achieve this qualification there's mandatory content that all learners must have successfully mastered. This content is shown in the table above by an **M** and it contributes 66.6% to the qualification grade.

You can download the units from our qualification webpage.

# 5 Preparing for qualification delivery and assessment

## Centre and centre assessor responsibilities

Before you plan to seek approval from us to offer these qualifications you must be confident your centre can fulfil all the responsibilities described below.

The quality of the delivery of teaching and the integrity of assessments and quality assurance is paramount. Systems have to be in place so that assessments are fair, valid, reliable, authentic and sufficient. One of the key factors behind valid, fair and reliable assessment is the expertise of those doing the assessment and internal quality assurance.

With this in mind here's a summary of the responsibilities that your centre and centre assessors must be able to fulfil.

**Your centre** must make sure that:

- there are enough trained or qualified people to:
  - teach and assess the expected number of learners you have in your cohorts
  - internally standardise the number of assessors assessing units you offer
- all teaching staff have the relevant level of subject knowledge and skills to deliver the units you plan to offer and will fully cover the supporting knowledge, understanding and skills requirements for each unit
- any necessary resources are available for teaching and for assessment activities, to give learners every opportunity to meet the requirements of the unit
- there's a system of standardisation in place so that all assessment decisions for internally assessed units are consistent, fair, valid and reliable. (see section on centre standardisation)
- there's enough time for effective teaching, assessment and internal standardisation
- you have processes to make sure that learners' work is authentic (See the section on authenticity of learner work)
- any materials we provide for assessment of internally assessed units cannot be used for practice and then used again, without change, for summative assessment. See section 8 of this handbook 'Internal assessment'
- for internally assessed units you comply with our requirements for giving feedback to learners. See section 8 of this handbook 'Internal assessment'
- for internally assessed units that grades are correctly recorded in all records and accurately transcribed to the claim being submitted to us
- for examined units the exams are conducted to comply with our regulations in the *Admin guide: Cambridge Technicals* and the Joint Council of Qualifications (JCQ) *Instructions for Conducting Examinations*
- you can make a declaration at the point you're submitting any work to us for assessment that confirms all assessment is conducted according to the specified

regulations, learners' work is authentic and grades have been transcribed accurately when completing our claim documentation

- you keep centre records and learners' work according to the requirements below:
  - Learners' work must be kept until after their qualifications have been awarded and any appeals processed. We will not consider any appeals if the centre does not keep the work.
  - Internal standardisation and assessment records must be kept securely for a minimum of three years after the date we've issued a certificate for a qualification.

**Centre assessors**, who are responsible for assessing learners' evidence for internally assessed units, must make sure that:

- learners understand what they need to do to meet the grading criteria and produce valid and sufficient evidence
- learners have access to resources they need to meet the grading criteria and produce evidence
- any assessment guidance is referred to when making assessment decisions
- learners know they must comply with the Data Protection Act when they're producing work for assessment. Learners must not reference another individual's personal details in any evidence produced for summative assessment. It's the learner's responsibility to make sure evidence that includes another individual's personal details is anonymised
- learners' work is authentic
- the learner has completed a Candidate Authentication Statement for every unit
- they judge learners' work against the grading criteria we provide for the units
- they record their assessment decisions (if your centre isn't using MAPS you must use our unit recording sheet (URS) - we provide one for each unit)
- they give an appropriate level of feedback to learners, and record what has been given
- they liaise with other assessors in the centre to make sure assessment decisions are to the required standard
- they confirm the unit grade for the learner after internal standardisation (assessors can let the learner know what grade has been given but that it can't be confirmed until after our moderation)
- all relevant evidence is present and reflects centre assessment decisions against the grading criteria (and the candidate authentication statement is available) before the unit is claimed.

## Guidance for delivery

The guidance about how to deliver these qualifications isn't exhaustive. You should tailor your delivery so it meets the interests and needs of your learners and local and regional employers.

You're free to deliver these qualifications using any mode of delivery that meets the needs of your learners. Whichever mode you use, your learners must have appropriate access to the resources to complete their learning and carry out their assignments for assessment.

You should consider the learner's complete learning experience when you're designing learning programmes. These qualifications can be part of a 16-19 study programme and there'll be ways to integrate learning required for other qualifications or to develop and maintain the skills that are essential to further study and work. For example, we know it's important to keep developing English and maths skills after GCSE. We'll help you with your curriculum planning by signposting opportunities for English and maths skills practice in the delivery guides for each unit. You can access the delivery guides from the business qualification page of our website.

A project-based approach to teaching and learning is an ideal way to deliver these qualifications holistically and we will help you develop your approach through our resources. We've talked with centres who deliver our qualifications about the benefits of a project-based approach to learning. They've told us:

- it reinforces a synoptic application of skills and knowledge
- it's relevant to and reflective of work
- it makes the process of learning and application more meaningful and motivating.

We've designed these qualifications to facilitate that.

## Important information on teaching content in units

### (The use of i.e. /e.g. in teaching content)

The teaching content in every unit tells you what you have to teach to make sure learners can access the highest grades.

Anything which follows an i.e. details what you must teach as part of that area of content.

Anything which follows an e.g. is illustrative. Where we use e.g., learners must know and be able to apply relevant examples in their work, although these don't need to be the same ones specified in the unit content.

For internally assessed units you need to make sure that any assignments you create, or any modifications you make to an assignment, don't expect the learner to do more than they've been taught, but must enable them to access the full range of grades as described in the grading criteria.

For externally assessed units, where the content contains i.e. and e.g. under specific areas of content, we'll follow these rules when we set questions for an exam:

- we may ask a direct question about unit content that follows an i.e.
- where we show unit content as an e.g. a direct question will not be asked about that example. Any questions about the area of content will give learners the opportunity to

provide their own examples as the unit has not specified which examples they should be familiar with.

## Initial assessment of learners

It's important that you carry out an initial assessment to identify learners' levels of knowledge and understanding and any potential gaps that need to be addressed. This will also:

- help you and the learners to identify the most appropriate optional units
- allow you to plan the assessment
- help learners understand the best place to start generating evidence.

## Prior knowledge and experience

Of course learners may have already gained a lot of relevant knowledge and experience that you should take into account. This is particularly relevant where they're studying part-time while in work.

Recognition of prior learning (RPL) is defined as 'A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.' ([Regulatory arrangements for the Qualifications and Credit Framework Ofqual/08/3726](#))

We encourage the use of RPL in relation to the internally assessed units. Please let your learners know they can bring forward any relevant learning (gained either informally or formally) so it can be assessed against the grading criteria specified in the internally assessed unit or units they aim to complete. It's important you make it clear to them that the RPL process is about how they've acquired the knowledge, understanding or skills; it doesn't mean they're exempt from the assessment.

We ask you to judge the relevance of every aspect of a learner's prior learning (including how current and relevant it is) to the unit being assessed, before we moderate the assessment.

## 6 Synoptic learning and assessment

Synoptic assessment is a feature of these qualifications and it encourages learners to combine elements of their learning from different units. It tests the learner's ability to apply the knowledge and understanding gained in one unit to enhance that developed in other units, or across the qualification as a whole. Synoptic assessment enables learners to show their ability to integrate and apply their skills, knowledge and understanding in business.

Being able to apply knowledge and understanding in this way helps learners to develop their appreciation and understanding of the connections between the different elements of learning in these qualifications. You should encourage learners to apply their learning across the qualification to better prepare them for employment or further study in business.

In mandatory Unit 1 The business environment, every learner will develop knowledge, understanding and skills which will underpin the whole qualification. For example, every learner needs to understand what the different types of businesses are, how they are structured, the sectors in which they operate and their aims and objectives. Learners need to appreciate how the different functional areas of businesses interrelate. Learners will draw on what they have studied in Unit 1 and apply it in their study and assessment for every other unit.

For example, learners will need to apply knowledge of how the relationship between businesses and stakeholders covered in Unit 1 as they study who customers are and their importance to businesses in Unit 4. Being able to apply knowledge and understanding in this way helps learners to develop their appreciation and understanding of the connections between the different elements of learning in these qualifications. You should encourage your learners to apply their learning across the qualification to help make their curriculum relevant and meaningful, and better prepare them to progress to employment or further study in business.

There'll be many opportunities for learners to use the knowledge, understanding and skills in an integrated way and apply aspects they've covered in one unit to other units they're studying. The sections below show how we formally assess synopticity. However, they by no means represent the full extent of the inter-connections that the learner can and should make between different units and areas of content in these qualifications. You'll find that no matter what optional units learners choose, they'll always draw on some fundamental knowledge and understanding from the mandatory units.

### **Synoptic assessment in externally assessed units**

Ten per cent of the marks in the examination for Units 2 and 3 will be allocated to synoptic application of knowledge. There will be questions that draw on knowledge and understanding from Unit 1 The business environment that then has to be applied in the context of the unit being assessed.

For example, in the sample assessment material for Unit 3 Business decisions, Question 5 requires the application of knowledge and understanding from LO7 in Unit 1 The business environment. In the sample paper, we've mapped this as such in the mark scheme.

### **Synoptic assessment in internally assessed units**

In the centre-assessed units, there are times when the learner has to apply their knowledge and/or understanding from mandatory Unit 1. You'll see this synoptic assessment indicated with an asterisk (\*), in the grading grid e.g. P1\*.

For example, Unit 5 Marketing and market research, Pass criterion P2 requires application of knowledge, understanding and skills from LO7 (Understand why businesses plan) in Unit 1 The business environment.

# 7 External assessment

## Summary of the externally assessed units

<b>Unit 1</b> The business environment	
120 GLH 2 hours minutes written paper 90 marks OCR set and marked	<ul style="list-style-type: none"><li>• comprises short answer questions and questions requiring more extended responses</li><li>• a calculator may be used</li></ul>
<b>Unit 2</b> Working in business	
60 GLH 1 hour 30 minutes written paper 60 marks OCR set and marked	<ul style="list-style-type: none"><li>• comprises short answer questions and questions requiring more extended responses</li><li>• a calculator may be used</li></ul>
<b>Unit 3</b> Business decisions	
60 GLH 1 hour 30 minutes written paper 60 marks OCR set and marked	<ul style="list-style-type: none"><li>• comprises short answer questions and questions requiring more extended responses</li><li>• a calculator may be used</li></ul>

There's one resit opportunity for all examined units.

## Learning outcome weightings

Each Learning Outcome (LO) in an externally assessed unit is given a percentage weighting. This reflects the size and demand of the content you need to cover and its contribution to the overall understanding of the unit. You'll find the weightings for each LO in the externally assessed units.

## How these units are assessed

These units are available as timetabled examinations. We set the dates.

Achievement at unit level is graded as pass, merit and distinction based on reaching the required grade boundary marks for each unit. If a learner doesn't achieve the mark required for a 'pass' grade we'll issue an unclassified result for that unit.

We'll assess these qualifications in accordance with the appropriate codes of practice approved and published by the regulatory authorities.

Your centre must provide appropriate assessment facilities for learners that comply with our regulations in the *Admin guide: OCR Admin Guide: Cambridge Technicals* and the Joint Council of Qualifications (JCQ) [Instructions for Conducting Examinations](#).

## **Availability of external assessment**

There are two examination series each year in January and June. You can enter your learners for different units in different exam series. You'll find full details in the *Admin Guide: Cambridge Technicals*.

## **Resitting external assessment**

Learners can resit an examined unit once before they complete the qualification. We'll use the best unit result from either sitting to calculate the certification result.

Your centre must make sure that when arranging resit opportunities you don't adversely affect other assessments being taken.

Arranging a resit opportunity is at your centre's discretion. You should only plan resits if it's clear the learner has taken full advantage of the first assessment opportunity and formative assessment process.

## 8 Internal assessment

### Assignments for internal assessment

We recommend using assignments to assess learners for the internally assessed units.

An assignment has a set of related tasks with a common purpose or work-relevant reason for the learner to apply the knowledge, understanding and skills to achieve a unit. It acts as a stimulus to give learners the opportunity to generate evidence that meets the grading criteria.

The common purpose or work-relevant reason could be a scenario, a case study or brief that sets out the circumstances or reasons for completing the tasks. A scenario could describe the requirements that would address a particular challenge (designing a new marketing campaign to achieve an increase in sales) or a case study could be used to inform a proposal (the impacts on a business of poor employee performance to inform how to improve methods of employee motivation).

You are free to create your own assignments to reflect the local or regional needs that are most relevant to your centre. There are more details in the next section.

We'll provide model assignments for the mandatory units that are internally assessed. Our model assignments can be:

- used as they are to assess your learners
- modified to suit your local or regional environment
- used as a guide to help you design your own assignments.

These qualifications are ideal for delivering through a project-based learning programme so you can carry the project-based approach through to the assessment.

### Designing your own assignments for internally assessed units

We provide an assignment checking service for Cambridge Technicals centres. When you use this, we check that the assignment you've designed covers the grading criteria described in the unit and allows every learner to reach the highest grade if they demonstrate they have the associated level of knowledge, understanding and skills. You'll find details of how to request it on our CPD Hub.

When designing assignments you must:

- write tasks in a way that makes it clear to the learner what they must do, don't structure tasks so they give step-by-step instructions, repeat the learning or themes of the learning, or be so prescriptive or detailed that they give the answer to the learner. Tasks must allow the learner to decide how to approach the task (what they do in what order), meaning that they can apply their learning
- set tasks that reflect the command verbs used in the grading criteria. For example, where we ask for an evaluation the task you set must allow for a qualitative judgement, taking into account different factors and using available knowledge, experience and evidence to be made. There is a command verb glossary on the business qualification page on our website you can refer to.

- only specify the format of evidence when it's a requirement of the grading criteria or learning outcome. For example, for a unit on marketing where the grading criteria are about messaging, inference and persuasion in text you could ask learners to produce the content of a webpage rather than ask them to create a webpage itself
- avoid the need for excessive amounts of evidence. For example, a report can be a good way to pull together the evidence to meet several grading criteria
- make sure every learner is able to produce their own evidence. For example, if the task is to diagnose a fault in a piece of equipment and learners are given equipment to assess you have to be able to verify that the learner diagnosed the fault themselves. This could mean observing each learner or asking additional questions on how they made the diagnosis. The evidence produced will also need to demonstrate that this is what took place, through the use of witness statements, for example.
- tell learners how long they should expect to spend on each task. This is for guidance, learners must be allowed sufficient time to complete the tasks. The amount of time will vary depending on the nature of the tasks and the ability of individual learners.
- make sure every learner has access to appropriate resources to complete the tasks
- make every effort to make sure materials are free from gender, ethnic, political, cultural or other discrimination and stereotyping and to support equality and diversity in the language used in the type of tasks set and in the scenarios provided.

Finally, you don't have to set the same assignment for every learner in the cohort. If a learner has work experience where they can generate evidence towards some or all of a unit you can work with the employer to tailor an assignment and enable that to happen. You can also cover more than one unit in an assignment.

## Assignments for practice

You cannot use assignments you're going to use for summative assessment as practice materials. (Summative assessment is the assessment of learning; it's a measure of a learner's achievement and you use it as the formal assessment of a learner's knowledge, understanding and skills.)

Changing the context of an assignment will help you to manage this. If a unit calls for the learner to do a cost analysis, a practice task will of course ask them to do this. If you've provided the data they need to analyse for practice then change the data for the summative assessment. If the learner has to generate the data about a specific product before analysing it then change the product to one that will generate different data.

## Internal assessment and external moderation: a summary of how it works

The key features of assessment and moderation for the internally assessed units are:

- you can create assignments to assess your learners against the requirements of a unit
- where it's possible, assessors should draw on learners' work-based opportunities to generate evidence

- assessment of internally assessed units can take place at a time to suit you and your learners
- work for assessment is centre-assessed and assessment decisions are internally standardised within your centre
- your centre's assessment decisions are externally moderated by one of our moderators. The methods of moderation available are:
  - visiting moderation
  - remote moderation using MAPS e-portfolio (Managed Assessment Portfolio System)
- if your centre-assessed work doesn't meet the requirements determined by the learning outcomes and grading criteria of the unit(s), the unit(s) grades will be adjusted.

Your centre will need to identify staff that will act as centre assessors. They must have suitable subject knowledge and experience to be able to make judgements about learners' achievements against the grading criteria of the unit.

You must have an effective system set up for recording assessment decisions, including decisions made during internal standardisation. Assessors must record the feedback given to learners.

We'll provide recording sheets and documents for use in centre assessments and let you know which are mandatory and which are optional. This information will be in the *Admin Guide: OCR Admin Guide: Cambridge Technicals*.

You must make sure assessment records are fully auditable. Our moderator must be able to see, for each unit, evidence of:

- who assessed the learner
- what was assessed, i.e. the unit evidence
- when the assessment took place
- what feedback was given to the learner
- when centre assessment decisions were internally standardised and by whom.

## Centre standardisation

If your centre has a number of staff acting as assessors for these qualifications, you **must** carry out internal standardisation to make sure all learners' work is assessed consistently to the required standard.

If you're the only assessor in your centre for these qualifications, then it's still advisable to make sure your assessment decisions are internally standardised by someone else in your centre, someone who has experience of the nature of these qualifications (e.g. is delivering a similar qualification in another subject) or relevant subject knowledge and asking them to review a sample of the assessments.

You must keep evidence of your internal standardisation in the centre for the moderator to see.

So there's a consistent approach to internal standardisation, you might decide to nominate an 'Internal Quality Assurer' (IQA).

Whoever's responsible for internal standardisation must make sure all assessors are assessing to the required standard and that all assessment decisions are fair, valid and reliable.

To do this they must:

- advise on interpretation of the standards, including feedback from previous assessment (where relevant)
- co-ordinate assessment practice
- provide advice and support to assessors
- monitor and observe assessment practice to make sure that all assessments are in-line with the required standards
- sample assessments to confirm assessors' judgements
- make sure feedback is given to all assessors and documented e.g. records of feedback
- suggest ways in which assessment may be brought into line to meet the required standard
- check that all units have been included in internal standardisation
- maintain assessment documentation
- organise regular standardisation meetings / activities / events in your centre
- provide feedback to assessors and identify development needs
- act as arbitrator for any disagreements in outcomes of assessments, including appeals.

## **Taking assignments and assessing learners' work**

Learners can take assignments for internally assessed units at any time within the study programme. We can moderate your claims for internally assessed units when you're ready.

If you want to use visiting moderation, we'll arrange a date to visit that is suitable for both you and our moderator.

You must plan when you expect your learners to be ready for assessment. Learners can repeat an assignment if they have not performed at their best but you must use your discretion as to whether or not this is in their interests. We strongly advise that you leave time in your planning in case an assignment needs to be repeated.

## **Authenticity of learner work**

Every learner must produce their own work independently. You must put in place appropriate mechanisms to make sure that you can be confident that the work you accept as evidence of a learner's achievement is their own.

You must:

- make sure learners and centre assessors understand what constitutes plagiarism and not accept plagiarised work as evidence
- be able to distinguish individual contributions from group work
- use supervision and questioning as appropriate to confirm authenticity
- make sure learners and centres confirm the work is the learner's own.

## Plagiarism

Work must be free from plagiarism. Plagiarism is the submission of someone else's work as your own and/or failure to acknowledge a source correctly. Plagiarism makes up the majority of cases of suspected malpractice reported to us by moderators. You must make sure you don't accept plagiarised work as evidence.

In line with the policy and procedures of JCQ on suspected malpractice, the penalties applied for plagiarism would result in the claim not being allowed.

Plagiarism often occurs innocently when learners don't know that they must reference or acknowledge their sources, or aren't sure how to do so. It's important to make sure your learners understand:

- the meaning of plagiarism and what penalties may be applied
- that they can refer to research, quotations or evidence produced by somebody else but they must list and reference their sources
- quoting another's work, even when it's properly sourced and referenced, isn't an indication of understanding. The learner has to 'do' something with that information to show they understand. For example, if a learner has to analyse data from an experiment, quoting data doesn't show that they understand what it means. The learner has to interpret the data and, by relating it to their assignment, say what they think it means.

## Group working

- Your learners can work collaboratively or in groups to carry out work towards assessment tasks. However, you must make sure that each learner generates their own individual evidence to show they've met the grading criteria.
- When working in a group all learners in the group should have a responsibility and/or a role that give them the opportunity to generate individual evidence for assessment. For example, if the unit requires learners to plan the organisation of an activity this could be managed in a group discussion. The group discusses ideas for the activity, organisational requirements, roles and responsibilities to complete the activity, etc. All learners must show that they've the skill of planning so **all** members of the group must take part in the discussion. If three members of the group contributed to the discussion and one member takes notes but did not contribute to the discussion; for this one member, their note taking would not be a contribution towards planning.

## Supervision

We recognise that you might not be able to invigilate or directly supervise every learner as they complete their assignment. Learners can complete their assignments in their own time, at the centre or at home. If you can't supervise, you must use enough checks so you're confident the learner's work is authentic. For example you can use questioning to confirm the depth and breadth of their understanding of the topic they've covered in a specific piece of work.

## Use of questioning

Asking questions of a learner will help you determine if the work is their own. If you haven't been able to supervise the learner, then asking questions, for example, about how they've done the work, what processes they went through to produce it and how they've related that to the assignment, should give you a clear indication as to whether or not they've done the work themselves.

## Learner and centre declaration

All learners must complete a declaration to confirm that the work they've submitted is their own. **They must do this for every unit.** We provide a Candidate Authentication Statement for you to use for this. You'll find it on our website.

We'll also ask you to confirm this declaration when making a unit claim.

## Feedback to learners

You can discuss work-in-progress towards summative assessment with learners to make sure it's being done in a planned and timely manner. It also provides an opportunity for you to check the authenticity of the work. You must intervene if you feel there's a health and safety risk.

Feedback on work to be assessed:

- You must provide feedback to learners on the work they submit for assessment. However, this feedback mustn't provide specific advice and guidance as this would be construed as coaching and constitutes malpractice.
- You can annotate your feedback on the learners' original work submitted for assessment or you can record it in your own separate document (whichever method you use it must be available to our moderator).

Your feedback should:

- be supportive, encouraging and positive
- inform the learner of what you've noticed, not what you think
- describe what happened, what was produced and what was demonstrated.

Your feedback can:

- identify that the learner hasn't met the command verb. For example, 'This is only a description, not an evaluation'
- identify what area of work could be improved but not detail about how to improve it. You can remind learners about what they were taught but not how to apply it to improve the work.

Your feedback **must not**:

- be so detailed that it provides a step-by-step guide on what to do
- coach the learner on how to achieve or complete the task
- provide detail on where to find information/evidence.

**In other words, your feedback mustn't direct the learner in what to do to improve their work so that they don't need to think how to apply their learning. And, you mustn't do the work for them.**

## Taking an assignment for summative assessment

Learners are allowed to revise and redraft work without tutor/assessor involvement before they submit it for assessment.

You must provide your learners with the relevant resources they need to do the assignment. This could include:

- specialist equipment
- software
- people/participants
- practical space.

When learners are working on their evidence, you can ask questions about what they're doing to encourage them, make sure they understand what the tasks are and to check they're making progress. You can't tell them how to complete the tasks in a way that would be tantamount to doing the work for them. You mustn't coach learners when they're doing their assignment for assessment, as this would give them an unfair advantage. Please see to the information under 'Feedback to learners' earlier in this section.

You should set a realistic date for submitting the assignment, having considered the purpose of the unit and how that might affect the timescales. We don't specify what the submission time for the assignment should be – we think it's best to leave this decision to your professional judgement.

## What evidence is needed to assess a learner?

The learner's evidence should be in an appropriate format to demonstrate their skills and application of knowledge and understanding as specified in the grading criteria for a unit.

You should discuss with learners what the most suitable sources of evidence are. It isn't the quantity of the evidence they've produced that's important - it's the quality and breadth, that they've produced it themselves, and that it meets the grading criteria.

Evidence could be written work, audio/visual recordings, digitally formatted documents, a product or photographs of the product.

Evidence can come from a number of sources. The main ones are:

- outcomes of assignments, tasks or work-based activities (through projects or real work)
- observation of practice
- responses to questions
- witness statements.

### Witness statements

Witness statements can be a useful way of providing supporting evidence where a skill is being performed which isn't easily represented in portfolio evidence. They are supplementary evidence of what the learner has done and are to be used in conjunction

with other evidence. For example, a witness statement could support evidence of a learner delivering a presentation alongside the actual presentation and speaker notes.

Witness statements should be suitably detailed to enable the centre assessor and our moderator to determine if the grading criteria have been met. You should use the witness statement template available on our website.

Learners should make sure their work is clearly presented, referenced and ordered to help in the assessment.

The same evidence can contribute to more than one unit as long as it clearly meets the relevant grading criteria. For moderation it must be clear which part of that evidence meets each unit.

Learners mustn't reference another individual's personal details in any evidence produced for summative assessment. It's the learner's responsibility to make sure evidence that includes another individual's personal details is anonymised to comply with the Data Protection Act.

## **Assessing work for (summative) assessment**

Once your learners have completed everything they need to do for their assignment, they must submit their work to you to be assessed. You must be convinced, from the evidence presented, that learners can work independently to the required standard.

You must judge or 'mark' the work against the grading criteria for the unit and identify a grade. Please annotate the work to show where the evidence indicates they've achieved the grading criteria. Your centre must internally standardise the assessment decisions for the cohort and do this before you give feedback to the learner.

If you and the learner feel they haven't performed at their best during the assessment, the learner can, at your discretion, improve their work and resubmit it to you for assessment. You must be sure it's in the learner's interests to re-attempt the assessment.

You should set a realistic date for the resubmission of work having considered the purpose of the unit and what the learner intends to improve. You must record the reasons why you've allowed them to resubmit in your centre's assessment decision records. And, you must also record the feedback you give them on the original work. We monitor the assessment decisions you make.

You mustn't encourage multiple re-submissions of work. Re-submission at the centre assessment stage is intended to allow the learner to reflect on feedback and improve, but not to be an iterative process where they make small modifications through on-going feedback to eventually achieve the desired level.

When you're confident the learner has demonstrated that they've met all the requirements of the unit, of at least a pass grade, you can submit a claim to us for moderation by one of the two moderation routes.

You mustn't add, amend or remove any work after it's been submitted to us for final assessment.

## 9 External moderation

There are two options for how we moderate your assessment decisions. They are:

- visiting moderation
- remote moderation using MAPS e-portfolio (Managed Assessment Portfolio System).

The arrangements for these are explained in the *Admin Guide: OCR Admin Guide: Cambridge Technicals*.

External moderation makes sure centres have made the correct assessment decisions. Our moderator will confirm or adjust the grade you've given to a learner's work and provide feedback to you on the decisions they've made.

External moderation of a centre's assessment decisions is achieved through systematic sampling of the work submitted for moderation. The outcome of the sampled moderation will apply to all learners' work submitted for that unit in the claim.

Your centre can have up to two moderation opportunities per academic year (subject to centre activity). We can arrange additional chargeable moderation sessions – please see the *Admin Guide: OCR Admin Guide: Cambridge Technicals* for further details.

On the basis of the sample taken, our moderator will either **agree** in the main with your centre's assessment decisions or **disagree** with them in relation to particular units.

If the decision is **agree**, your centre's assessment decisions for all learners' work entered for moderation on that occasion, i.e. in the single claim submitted for moderation, will be confirmed by our moderator once moderation is completed.

If the decision is **disagree**, our moderator will provide feedback to your centre. Disagreement is usually down to one of the following:

- work doesn't meet the required standard for the grading criteria claimed by the centre
- assessment in the sample is inconsistent
- some evidence is missing or hasn't been cross-referenced to the grading criteria, so our moderator can't find it
- there's no evidence of assessment having taken place.

Our moderator will prepare a full report that will include comments on the accuracy of assessment and centre actions if appropriate for future assessments.

Where the moderator confirms the assessment decisions, they'll submit the claims to us for processing.

# 10 How to calculate the qualification grade

## Grading

### Centre-assessed units

Internally assessed units are assessed by your centre and externally moderated by us.

Each unit has specified grading criteria for pass, merit and distinction.

A summative unit grade can be awarded at pass, merit or distinction:

- to achieve a 'pass' a learner must have satisfied **all** the 'pass' grading criteria
- to achieve a 'merit' a learner must achieve **all** the 'pass' grading criteria and **all** the 'merit' grading criteria
- to achieve a 'distinction' a learner must achieve **all** the 'pass' grading criteria and **all** the 'merit' grading criteria and **all** the 'distinction' criteria.

If a learner doesn't meet all the 'pass' grading criteria, we issue an unclassified result for that unit.

### Externally assessed units

We mark and assess all externally assessed units. We mark each one according to a mark scheme, and the mark will determine the grade awarded ('pass', 'merit' or 'distinction'). We determine grade boundaries for each of the externally assessed units each assessment series. If a learner doesn't achieve the mark required for a 'pass' grade, we issue an unclassified result for that unit.

## Qualification

We grade the overall qualification using a structure of Pass, Merit, Distinction, Distinction\*. Learners who don't achieve a pass in the required units will be unclassified.

If a learner resits an examined unit (they can resit an examined unit once before completing the qualification) or resubmits an internally assessed unit, we use the best unit results to calculate the overall grade to make sure they get the best possible grade for their full qualification.

## Calculating the qualification grade

To be awarded a full qualification, a learner must achieve at least a pass grade for all units required for the qualification. If they don't do so, they won't be awarded the qualification.

Learners will be awarded a Pass, Merit, Distinction or Distinction\* qualification grade determined by the aggregation of points gained through the successful achievement of individual units.

The number of points available for each unit depends on the unit grade achieved.

### Points available for unit grade achieved

Unit 1 in the Cambridge Technicals in Business is 120 GLH all other units are 60 GLH.

The table below shows the number of points issued for each grade.

Unit GLH	Points table for units based on GLH			
	pass	merit	distinction	unclassified
60	14	16	18	0
120	28	32	36	0

### Calculating the learner's qualification grade

You will need to add up all the points for the units the learner has achieved, making sure they've covered the appropriate mandatory and optional units.

Having calculated the total number of points based on the unit grades, you would check this figure in the qualification grade table for the relevant qualification to identify the overall qualification grade. If a learner doesn't achieve the lowest points score required for the qualification, we issue an unclassified result.

#### Example A

Learner A has taken the units required for the Extended Certificate.

The calculation would be:

Unit	GLH	Grade	Number of points
1	120	pass	= 28 points
2	60	merit	= 16 points
4	60	merit	= 16 points
5	60	distinction	= 18 points
11	60	pass	= 14 points
Total GLH	360	Total number of points	= 92 points

In this example, Learner A has an overall qualification grade of a Merit.

## Example B

Learner B has taken the units required for the Extended Certificate.

The calculation would be:

Unit	GLH	Grade	Number of points
1	120	distinction	= 36 points
2	60	unclassified	= 0 points
4	60	merit	= 16 points
5	60	distinction	= 18 points
8	60	pass	= 14 points
Total GLH	360	Total number of points	= 84 points

In this example, while Learner B has enough points to be eligible for a qualification they wouldn't be awarded it because they haven't achieved at least a pass for Unit 2.

## Qualification grade table OCR Level 3 Cambridge Technical Certificate (180 GLH)

The table below shows the points ranges and the grades that those ranges achieve.

Points range	Grade	
52 and above	Distinction*	D*
50 – 51	Distinction	D
46 – 49	Merit	M
42 – 45	Pass	P
Below 42	Unclassified	U

## Qualification grade table OCR Level 3 Cambridge Technical Extended Certificate (360 GLH)

The table below shows the points ranges and the grades that those ranges achieve.

Points range	Grade	
104 and above	Distinction*	D*
100 – 103	Distinction	D
92 – 99	Merit	M
84 – 91	Pass	P
Below 84	Unclassified	U

# 11 Certificate and results

## Claim a qualification

For the internally assessed units there are no specific deadlines for claiming the units. However, it's important to make claims only when you're confident the learner has met the requirements for the unit.

For examined units, the assessment is time-tabled and we'll issue results according to the schedule given in the *Admin guide: OCR Admin Guide: Cambridge Technicals*.

We can only award a qualification and issue a certificate for it once the learner has achieved all the units required for the qualification they've been entered for.

You shouldn't make a claim unless, in the final opinion of your centre, the evidence meets the requirements for certification.

## Certificates

We'll put the regulated qualification titles and numbers on learners' certificates.

We'll issue a certificate confirming achievement of the qualification directly to your centre for successful learners. This is an automated process, you don't need to claim or 'cash-in' a full qualification.

If a learner can't complete the full qualification, you can print a result slip showing individual unit results from OCR Interchange or you can make a specific request for unit certificates.

See the *Admin guide: OCR Admin Guide: Cambridge Technicals* for full details.

## Replacement certificates

For details on replacement certificates, see the *Admin guide: OCR Admin Guide: Cambridge Technicals*.

## Enquiries about results

Under certain circumstances, you may wish to query the result issued to one or more learners.

To find out more about this, please refer to the JQC *Post-Results Services* booklet and the *Admin Guide: Cambridge Technicals*.

## 12 Administration and other information

You'll find all the details about how the qualifications runs, what you need to do and when in the *Admin Guide: OCR Admin Guide: Cambridge Technicals*. It covers everything from becoming an OCR centre to making entries, claiming certificates and special arrangements to contacting us for advice. It also gives dates for important steps in the processes. The *Admin Guide: OCR Admin Guide: Cambridge Technicals* is published on our website.

### Avoidance of bias

We've taken great care in preparing these qualifications to avoid bias of any kind. We've given special focus to the eight strands of the Equality Act with the aim of making sure both direct and indirect discrimination are avoided.

### Regulatory requirements

These qualifications have been regulated by Ofqual for delivery in England and Northern Ireland during the life of the qualifications and approved by the Welsh Government for use by centres in Wales.

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. It doesn't regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. It doesn't regulate degrees.

### Language

These qualifications and any associated assessment materials are in English only. Only answers provided in English will be assessed.

### Delivery in Wales and Northern Ireland

Learners in Wales and Northern Ireland shouldn't be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur, we've used neutral terms so learners may apply whatever is appropriate to their own situation.

We'll provide handbooks, assessments and supporting documentation in English.

## Access arrangements and special consideration

There can be adjustments to standard assessment arrangements on the basis of the individual needs of learners.

It's important that you identify as early as possible whether learners have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and choose a qualification or adjustment that allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is shared between your centre and us. Please read the JCQ booklet *Access Arrangements, Reasonable Adjustments* at [www.jcq.org.uk](http://www.jcq.org.uk).

If you have learners who need a post-examination adjustment to reflect temporary illness, indisposition or injury when they took the assessment, please read the JCQ documents *A guide to the special consideration process*.

There's more guidance on access arrangements and special consideration in the *Admin guide: OCR Admin Guide: Cambridge Technicals*.

If you think any aspect of these qualifications unfairly restricts access and progression, please email or call our Customer Contact Centre.

# 13 Contacting us

## Feedback and enquiries

If you have any comments or enquiries about the qualifications in this handbook, you can get in touch with our customer contact advisers.

**Write to:** Customer Contact Centre  
OCR  
Progress House  
Westwood Way  
Coventry  
CV4 8JQ

**Email:** [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

**Telephone:** 024 76 851509

**Fax:** 024 76 421944

You could also visit our website at [www.ocr.org.uk](http://www.ocr.org.uk) for more information about our qualifications.

## Complaints

We deal with all complaints sensitively and speedily and use them to help us improve our service.

If you aren't satisfied with a product or service we've provided, please follow the process set out in our [Complaints Policy](#).

**Write to:** Director of Assessment Standards  
OCR  
1 Hills Road  
Cambridge  
CB1 2EU

**Email:** [complaints@ocr.org.uk](mailto:complaints@ocr.org.uk)

**Telephone:** 024 76 851509

**Fax:** 024 76 421944

# Appendix A Qualification summaries

## Level 3 Cambridge Technical Certificate in Business

<b>OCR entry code</b>	05834	<b>Qualification Number (QN)</b>	601/7698/2
<b>Approved age group</b>	Pre-16	16-18	19+
	No	Yes	Yes
<b>This qualification has been designed</b>	<ul style="list-style-type: none"> <li>to meet the Department for Education's characteristics for an Applied General qualification</li> <li>for learners who are on a 16-19 study programme.</li> </ul>		
<b>This qualification is suitable for learners</b>	<ul style="list-style-type: none"> <li>who want to gain a Level 3 qualification to support further study in Further Education (FE) or Higher Education (HE) in business-related programmes</li> <li>looking to gain a Level 3 qualification to support further study in FE or (HE) in any other sector or subject area</li> </ul>		
<b>Entry requirements</b>	<p>There are no formal entry requirements for this qualification.</p> <p>We do, however, strongly recommend that learners hold a Level 2 mathematics qualification, for example GCSE grade C or above.</p>		
<b>Qualification structure</b>	<p>To achieve this qualification, learners must complete a total of 2 units consisting of 1 mandatory unit and 1 optional unit.</p>		
<b>Assessment and grading</b>	<p>Units 1 to 3 are assessed by exam and marked by us.</p> <p>All the other units are internally assessed by centre staff and externally moderated by us.</p> <p>The units are graded pass, merit and distinction.</p> <p>This qualification is graded:</p> <p>Pass, Merit, Distinction, Distinction*.</p>		
<b>Last date to enter learners</b>	<p>We'll monitor if this qualification is still needed.</p> <p>If we believe we need to withdraw it because for example the content isn't current anymore we'll tell you what the arrangements are for the last date to enter learners.</p> <p>You'll also be able to find this information on Ofqual's register of accredited qualifications and our <a href="#">last entry/certification notification</a>.</p>		

## Level 3 Cambridge Technical Extended Certificate Business

<b>OCR entry code</b>	05835	<b>Qualification Number (QN)</b>	601/7699/4
<b>Approved age group</b>	Pre-16	16-18	19+
	No	Yes	Yes
<b>This qualification has been designed</b>	<ul style="list-style-type: none"> <li>to meet the Department for Education's characteristics for an Applied General qualification</li> <li>for learners who are on a 16-19 study programme.</li> </ul>		
<b>This qualification is suitable for learners</b>	<ul style="list-style-type: none"> <li>who want to gain a Level 3 qualification to support further study in Further Education (FE) or Higher Education (HE) in business-related programmes</li> <li>looking to gain a Level 3 qualification to support further study in FE or HE in any other sector or subject area</li> </ul>		
<b>Entry requirements</b>	<p>There are no formal entry requirements for this qualification.</p> <p>We do, however, strongly recommend that learners hold a Level 2 mathematics qualification, for example, GCSE grade C or above.</p>		
<b>Qualification structure</b>	<p>To achieve this qualification, learners must complete a total of 5 units consisting of 3 mandatory units and 2 optional units.</p>		
<b>Assessment and grading</b>	<p>Units 1 to 3 are assessed by exam and marked by us.</p> <p>All the other units are internally assessed by centre staff and externally moderated by us.</p> <p>The units are graded pass, merit and distinction.</p> <p>This qualification is graded:</p> <p>Pass, Merit, Distinction, Distinction*.</p>		
<b>Last date to enter learners</b>	<p>We'll monitor if this qualification is still needed.</p> <p>If we believe we need to withdraw it because for example the content isn't current anymore we'll tell you what the arrangements are for the last date to enter learners.</p> <p>You'll also be able to find this information on Ofqual's register of accredited qualifications and our <a href="#">last entry/certification notification</a></p>		

# Appendix B Performance descriptors

The performance descriptors indicate the level of attainment associated with Pass, Merit and Distinction grades at Level 3.

They are for use in developing units and assessment criteria, setting assessment materials and in determining grade boundaries (where applicable) at awarding meetings. They give a general indication of the levels of attainment likely to be shown by a representative learner performing at these boundaries.

The descriptors must be interpreted in relation to the content in the units and the qualification as a whole; they are not designed to define that content. The grade awarded will depend, in practice, on the extent to which the learner has met the learning outcome(s) overall. Shortcomings in some aspects of the assessment may be balanced by better performance in others.

## **Level 3 Pass**

At Pass, learners show sound knowledge of the basic elements of much of the content being assessed, but find further development and application of their understanding to some more complex problems or less familiar contexts difficult. The most fundamental practical skills are executed effectively but lack refinement, producing functional outcomes.

## **Level 3 Merit**

At Merit, learners show good knowledge and understanding of many elements of the content being assessed, and can regularly apply their understanding to different situations and problems. Some higher order tasks involving detailed explanation, evaluation and analysis may be accessed less readily. Practical skills are more developed than at Pass both in terms of range and quality and generally lead to outcomes which are of good quality as well as being functional.

## **Level 3 Distinction**

At Distinction, learners show thorough knowledge and understanding of many elements of the content being assessed, and apply their understanding to increasingly advanced and complex situations and problems. Detailed explanation, evaluation and analysis are undertaken. A wide range of practical skills including more advanced techniques are demonstrated independently.

Refer to the table that follows for the detailed criteria for Pass, Merit and Distinction.

<b>Pass</b> Learners will be able to:	<b>Merit</b> Learners will be able to:	<b>Distinction</b> Learners will be able to:
Recall, select and apply knowledge and some understanding of a range of business principles and concepts.	Recall, select and apply knowledge and understanding of most business principles and concepts, and makes links across units where appropriate.	Recall, select and apply detailed knowledge and understanding of most business principles and concepts, and make links across units where appropriate.
Demonstrate an understanding of relevant business skills and when these can be used.	Demonstrate an understanding of relevant business skills and effectively apply them to business contexts	Demonstrate an understanding of the benefits of relevant business skills, including higher level skills, and effectively apply them to business contexts
Apply appropriate numerical techniques to business contexts.	Use appropriate numerical and/or non-numerical techniques to partially analyse business issues, problems, or opportunities.	Use appropriate numerical and/or non-numerical techniques to analyse complex business issues, problems, or opportunities.
Collect relevant and up-to-date business information from a limited range of sources	Select and apply relevant and up-to-date business information from a limited range of sources	Select, apply and analyse relevant and up-to-date information from a range of sources
Any judgements made will be largely superficial and will lack any supporting commentary. There will be little evidence of building an argument, which will often result in a number of unconnected, basic statements.	Any judgements made will be sound and will be backed up by a well-developed commentary. There will be some evidence of building an argument supported by clear, logical statements.	Any judgements made will be wholly appropriate and will be backed up by a well-developed and well-reasoned commentary. There will be strong evidence of building an argument supported by relevant, sophisticated statements.
Explanations/analysis may be obscurely presented and errors in grammar, punctuation and spelling may be noticeable and intrusive.	Writing will be generally fluent, with well-structured sentences and paragraphs. Points are mostly relevant and are explained using some appropriate terminology. There are occasional errors of grammar, punctuation and spelling.	Learners will express complex ideas clearly and fluently. Sentences and paragraphs follow on from one another smoothly and logically. Arguments will be consistently well structured with appropriate use of terminology. There will be few, if any, errors of grammar, punctuation or spelling.

Interpret, explain and communicate the results of investigations into a specific business.	Analyse the results of investigations into a specific business, demonstrating some understanding of a range of influences on business activity.	Evaluate the results of investigations into a specific business, demonstrating an in-depth understanding of a wide range of influences on business activity
Communicate effectively using mainly appropriate tools.	Communicate with clarity and influence using appropriate tools.	Communicate, to a range of audiences, with clarity and influence, using a range of appropriate tools and adapting the communication method where necessary.
Review feedback and evidence and draw conclusions, making some suggestions for improvement where applicable.	Analyse and evaluate feedback and evidence, make judgements and draw appropriate conclusions. Suggest appropriate improvements where applicable.	Critically analyse and evaluate feedback and evidence. Demonstrate adaptability and suggest improvements based on evidence and experience.

# Appendix C

Unit:	Links to unit and Learning Outcome (LO):	
<b>1</b>	<b>2</b>	LO3: Understand the effect that different organisational structures have on how businesses operate LO5: Understand the relationship between businesses and stakeholders
	<b>3</b>	LO1: Understand different types of businesses and their objectives LO5: Understand the relationship between businesses and stakeholders LO6: Understand the external influences and constraints on businesses and how businesses could respond LO7: Understand why businesses plan LO8: Be able to assess the performance of businesses to inform future business activities
	<b>4</b>	LO5: Understand the relationship between businesses and stakeholders
	<b>5</b>	LO1: Understand different types of businesses and their objectives LO2: Understand how the functional areas of businesses work together to support the activities of businesses LO6: Understand the external influences and constraints on businesses and how businesses could respond
	<b>8</b>	LO2: Understand how the functional areas of businesses work together to support the activities of businesses LO3: Understand the effect that different organisational structures have on how businesses operate
	<b>11</b>	LO2: Understand how the functional areas of businesses work together to support the activities of businesses LO4: Be able to use financial information to check the financial health of businesses LO6: Understand the external influences and constraints on businesses and how businesses could respond LO8: Be able to assess the performance of businesses to inform future business activities
	<b>16</b>	LO5: Understand the relationship between businesses and stakeholders
	<b>17</b>	LO1: Understand different types of businesses and their objectives LO5: Understand the relationship between businesses and stakeholders
	<b>19</b>	LO1: Understand different types of businesses and their objectives LO4: Be able to use financial information to check the financial health of businesses LO5: Understand the relationship between businesses and stakeholders
	<b>20</b>	LO2: Understand how the functional areas of businesses work together to support the activities of businesses LO5: Understand the relationship between businesses and stakeholders
	<b>21</b>	LO1: Understand different types of businesses and their objectives LO7: Understand why businesses plan

To find out more

**[ocr.org.uk/business](http://ocr.org.uk/business)**

or call our Customer Contact Centre on **02476 851509**

Alternatively, you can email us on **[vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)**



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