

NOTICE TO CENTRES

FAO: The Customer Service Tutor

Date: January 2013

Subject: Principles of Customer Service Levels 2 and 3

IMPROVED SUPPORT FOR OCR'S PRINCIPLES OF CUSTOMER SERVICE QUALIFICATIONS

Revised Candidate Evidence Sheets and Checklists

We have taken on board your feedback and considered the FAQ's for our Principles of Customer Service qualifications.

As a result, we are pleased to announce that a revised set of Candidate Evidence Sheets and Checklists have now been created. These items are now available from the Principles of Customer Service web pages and are designed to benefit both tutors and learners. They will address the areas that currently generate the most queries from our centres.

You will now have access to both the old and the new sets of Evidence Sheets/Checklists **until 31 July 2013**, allowing for a managed but simple transfer to the new documentation. **From 1 August 2013**, all candidates must be completing the new Evidence Sheets or checklists. Only submissions made using the new materials will be accepted after this date.

You will still have the option to use 'NVQ evidence' accompanied by the corresponding checklist or centre-devised workbooks. Please refer to the FAQ document on the web pages regarding submission requirements using these methods. The FAQ document can be accessed from the following link:

<http://www.ocr.org.uk/images/68652-faqs.pdf>

Additional Support Materials:

We have also developed a set of support materials to accompany the new Candidate Evidence Sheets. Guideline 'hints and tips' are available on completed Candidate Evidence Sheets to provide you with full support. In addition, marking guidance documents are now also available. Please ensure that you refer to these documents when assessing candidate evidence sheets or portfolios.

NOTICE TO CENTRES *continued*

We hope you will find the new materials, including the additional support documents, really helpful. If you have any queries regarding the changes, please call our customer contact centre on 024 7685 1509 or email vocational.qualifications@ocr.org.uk. Alternatively, why not raise a topic on the Skills for Business community (<http://social.ocr.org.uk/groups/skills-business>).

Yours sincerely



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