



RECOGNISING ACHIEVEMENT

NOTICE TO CENTRES

FAO: Head of Department/Centre Manager

Date: June 2013

Subject: Withdrawal of OCR qualifications

WITHDRAWAL OF OCR CONTACT CENTRE OPERATIONS AND OCR PRINCIPLES OF CONTACT CENTRE OPERATIONS QUALIFICATIONS

OCR Level 1 NVQ Award in Contact Centre Operations (10263)

OCR Level 1 NVQ Certificate in Contact Centre Operations (10264)

OCR Level 2 NVQ Certificate in Contact Centre Operations (10265)

OCR Level 3 NVQ Diploma in Contact Centre Operations (10268)

OCR Level 4 NVQ Diploma in Contact Centre Operations (10269)

OCR Level 2 Certificate in Principles of Contact Centre Operations (10266)

OCR Level 3 Certificate in Principles of Contact Centre Operations (10267)

Following a review of our qualification offer in the light of falling market demand and changes to the funding regime, OCR has reluctantly decided to withdraw the Contact Centre Operations/Principles of Contact Centre Operations qualifications. OCR will of course continue to support and assess the qualifications up to the final certification dates for these qualifications which will be as follows:

Contact Centre Operations		
Scheme Code	Final Registration Date	Final Certification Date
10263	31/12/2013	31/12/2014
10264	31/12/2013	31/12/2014
10265	31/12/2013	31/12/2015
10268	31/12/2013	31/12/2016
10269	31/12/2013	31/12/2016

Principles of Contact Centre Operations		
Scheme Code	Final Registration Date	Final Certification Date
10266	31/12/2013	31/12/2015
10267	31/12/2013	31/12/2016

Please note that the final certification date is the last date in which OCR will produce certificates and therefore it is advised that centres plan for completion of all candidate assessment at least 2 months prior to these dates.

If you have any queries about this notice, please call our Customer Contact Centre on 02476 851509.