



# OCR Principles of Customer Service Submission Cover Sheet

**Claim number:**

**Reference number:**  
(OCR use only)

This is an interactive pdf. You can complete the candidate details and the relevant boxes shown on the right onscreen and save a copy then print or email as an attachment. **Do not** use the 'Submit' button that some versions of Adobe Reader may show on the top right of your screen.

	Scheme Code	Full Qualification	Single Unit
Level 3 Certificate in Principles of Customer Service	09629	<input type="checkbox"/>	<input type="checkbox"/>

**Centre Number:**

**Candidate's surname or family name:**

**Candidate's first forename:**

**Candidate's second forename (if any):**

**Candidate's Date of Birth (dd/mm/yyyy):**

**Candidate number:**

**Gender:**

## Assessment Record

The centre assessor must complete the drop down menu underneath each unit number being claimed for those units that they have assessed. Under no circumstances should any unit be submitted to OCR unless the centre assessor is satisfied that all the necessary criteria for the award of the unit has been met. The units should be claimed on Interchange and then sent to the Examiner/Moderator within 24 hours.

## Level 3 Certificate in Principles of Customer Service

	Assessor initials	Submission Paper or electronic	Outcome Pass/Fail	Sampled Full/Partial (to be completed by examiner/moderator)
Unit 3 – Understand the use of communication in Customer Service	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit 4 – Understand the principles of Customer Service delivery in different sectors	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit 5 – Understand the principles of making improvements to Customer Service	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*I confirm that all of the submitted evidence was produced unaided by the above candidate.*

**Centre assessor's name**

**Examiner-moderator's name**