

## NOTICE TO CENTRES

FAO: Exams Officers/Heads of Department

Date: July 2014

Subject: Contact Centre Professionals & Contact Centre Operations (Level 1) Qualification Suites Last Certification Date

### CONTACT CENTRE PROFESSIONALS & CONTACT CENTRE OPERATIONS (LEVEL 1) QUALIFICATION SUITES LAST CERTIFICATION DATE

As you may be aware the last certification date for the legacy **Contact Centre Professional** qualifications is **31 July 2014**. The schemes are as follows:

Entry code	Qualification title	Qualification number	Last entry date	Last certification date
03449	OCR Level 3 NVQ for Contact Centre Professionals	100/4645/8	31 July 2011	31 July 2014
03450	OCR Level 4 NVQ for Contact Centre Professionals	100/4646/X	31 July 2011	31 July 2014
03451	OCR Level 5 NVQ for Contact Centre Professionals	100/4647/1	31 July 2011	31 July 2014

The last certification date for the **Contact Centre Operations (Level 1)** qualifications is **31 December 2014**. The schemes are as follows:

Entry code	Qualification title	Qualification number	Last entry date	Last certification date
10263	OCR Level 1 NVQ Award in Contact Centre Operations	600/2336/3	31 December 2013	31 December 2014
10264	OCR Level 1 NVQ Certificate in Contact Centre Operations	600/2456/2	31 December 2013	31 December 2014

Please be aware that the final certification date is the last date that OCR will produce certificates. OCR will continue to support and assess the qualifications up to the final certification dates for these qualifications.

Our records show that there are still some centres that have candidates entered for the above schemes. **All external quality assurance visits and certification claims must be completed by the last certification dates.** This includes EQA visits required to verify any DCS claims made since your last EQA visit. It is a requirement of our agreement with Ofqual that all certification claims are part of a quality assurance visit – this includes DCS certification. If you are not contacted by your OCR external verifier to arrange your final external quality assurance visit please contact the Customer Contact Centre on 02476 851509 or email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk) to ensure a visit is arranged. Please also be aware that EVs will have limited availability to conduct visits over the Christmas period.

Please note that the final certification dates for the remaining Level 2, 3 and 4 Contact Centre Operations qualifications are as follows:

## NOTICE TO CENTRES *continued*

Entry code	Qualification title	Qualification number	Last entry date	Last certification date
10265	Level 2 NVQ Certificate in Contact Centre Operations	600/2451/3	31 December 2013	31 December 2015
10266	Level 2 Certificate in Principles of Contact Centre Operations	600/2358/2	31 December 2013	31 December 2015
10267	Level 3 Certificate in Principles of Contact Centre Operations	600/2459/8	31 December 2013	31 December 2016
10268	Level 3 NVQ Diploma in Contact Centre Operations	600/2338/7	31 December 2013	31 December 2016
10269	Level 4 NVQ Diploma in Contact Centre Operations	600/2356/9	31 December 2013	31 December 2016

OCR continues to offer vocational qualifications in Customer Service. For details of OCR's full provision, please visit the vocational qualifications section of the OCR website:

[www.ocr.org.uk/qualifications/by-type/vocational-qualifications](http://www.ocr.org.uk/qualifications/by-type/vocational-qualifications)

Please pass a copy of this letter to the relevant staff within your organisation, such as the Course Co-ordinator, IQA or Assessment Staff.

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