

Withdrawal of OCR Principles of Customer Service qualifications

Following a review of our qualifications, and in light of changes in funding arrangements and Apprenticeship reform, we have decided to withdraw Customer Service knowledge (VRQ) qualifications as of 31st December 2016.

OCR will of course continue to support and assess the qualifications up to the final certification dates which will be as follows:

Qualification number	Scheme Codes	Qualification Title	Final Entry Date	Final Certification Date
600/7885/6	10334	OCR Level 1 Award in Principles of Customer Service (QCF)	31/12/2016	31/12/2017
600/0840/4	09628	OCR Level 2 Certificate in Principles of Customer Service (QCF)	31/12/2016	31/12/2017
600/0752/7	09629	OCR Level 3 Certificate in Principles of Customer Service (QCF)	31/12/2016	31/12/2017

Although Customer Service Knowledge (VRQ) qualifications in this suite are being withdrawn, we are still offering the Customer Service competence (NVQ) qualifications at levels 1 to 4 as a standalone option for non-apprenticeship learners. We also offer combined knowledge and competence qualifications at levels 1 to 3 to fit traineeship and apprenticeship learners that can also be completed outside of these programmes.

Frequently Asked Questions (FAQs)

1. What is the last date I can enter learners?

The final date to enter learners for these qualifications is 31/12/2016.

2. What is the last date I can certificate learners?

The final certification date for these qualifications is 31/12/2017.

Please be aware that the last certification date is the final date OCR will produce certificates. Centres are therefore advised to plan for completion of all learner assessment and submit claims at least two months prior to the last certification date.

3. Why is OCR withdrawing these qualifications?

Following a review of our qualifications and in light of changes in funding arrangements and Apprenticeship reform, we have decided to withdraw these qualifications. Other qualifications now contribute to apprenticeships under the current SASE frameworks and new apprenticeship standards will supersede other knowledge based qualifications over time.

4. Does this mean OCR is withdrawing all qualifications in this vocational area / sector?

Although Customer Service Knowledge (VRQ) qualifications in this suite are being withdrawn, we are still offering the Customer Service competence (NVQ) qualifications at levels 1 to 4 as a standalone option in addition to our combined knowledge and competence qualifications at levels 2 and 3 for apprenticeship learners. The combined qualifications can also be completed outside of an apprenticeship.

We also have a combined knowledge and competence level 1 qualification ideal for traineeships or for use as a stepping stone onto Customer Service Apprenticeship qualifications.

<http://www.ocr.org.uk/qualifications/by-subject/customer-service/>

5. What are the alternative OCR qualifications could I offer to my learners instead?

Competence (NVQ) Qualifications

03454	OCR Level 1 NVQ Certificate in Customer Service	500/9843/3	Link
03455	OCR Level 2 NVQ Certificate in Customer Service	500/8625/X	Link
03456	OCR Level 3 NVQ Diploma in Customer Service	500/8626/1	Link
10381	OCR Level 4 NVQ Diploma in Customer Service	601/3528/1	Link

Combined Knowledge and Competence qualifications

10378	OCR Level 1 Certificate in Customer Service	601/3459/8	Link
10379	OCR Level 2 Diploma in Customer Service*	601/3432/X	Link
10380	OCR Level 3 Diploma in Customer Service*	601/3433/1	Link

*Included in SASE apprenticeship

6. Are all Awarding Organisations withdrawing Principles of Customer Service qualifications or is it just OCR?

This is an OCR decision. For details of other awarding organisations offering these qualifications, please view the Ofqual register on the following link:

<http://register.ofqual.gov.uk/>

7. What if a learner completes their portfolio, but we haven't made a qualification entry for that learner and it is after the final qualification entry date?

Learners do need to be entered before the last entry date of 31/12/2016. Please ensure either a named or unnamed entry is made in advance of 31/12/2016. After 31/12/2016 please [contact us](#) for advice.

8. I want to enter learners now but don't know exactly how many I will have. If I enter them through the unnamed option and can't use them up by the last assessment date what happens with my unused entries?

We advise that you carefully plan any purchases of unnamed entries in line with the last assessment dates as they are not refundable. For both unnamed and named routes, entries can be made until 31/12/2016.

9. What will happen if a learner fails and wants to resubmit evidence for the unit/qualification after the last entry date has passed?

Named entry - If the claim has been withdrawn and the learner wishes to achieve the qualification, then a new claim can be made and new additional or improved evidence could be re-submitted until the end certification date*, providing that the full qualification has not already been achieved.

Unnamed entry - If the claim has been withdrawn and the learner wishes to achieve the qualification, then a new claim can be made and new additional or improved evidence could be re-submitted until the end certification date*. To do this, you will need to submit the claim using another unnamed entry.

*We advise centres to plan for completion of all learner assessment and submit claims at least two months prior to the last certification date.

10. Who can I talk to, to get more information on alternative OCR qualifications?

To learn more about the options available to you please talk to our Customer Contact Centre on **02476 851509** or email vocational.qualifications@ocr.org.uk

You may also want to contact your Regional Account Manager whose details can be found here:

<http://www.ocr.org.uk/contact-us/regional-account-managers/>