OCR Certificate in Customer Service – Levels 2 and 3
OCR Principles of Customer Service – Levels 2 and 3

September 2012

This year has evidenced that the majority of centres are now familiar with the Technical Certificate qualifications and Moderators have received some very good work. The following points provide guidance where issues have been identified.

There has been some confusion about what is permissible as evidence for the Principles of Customer Service qualifications. Some centres assumed that certification was still automatic based on achievement of relevant NVQ units (which was previously the case for Customer Service Knowledge qualifications – 04522 and 04523). A notice has been put up on the website confirming the situation – centres must submit evidence of achievement of the relevant units to their OCR Moderator for 04522 and 04523. Qualifications 09628 and 09629 require centres to submit actual candidate evidence. Copies of unit achievements from the NVQ are not acceptable as evidence of achievement for the Principles of Customer Service qualifications.

It is important that assessors provide evidence of marking the candidates' evidence. They should annotate the evidence to show that it has been assessed. There must also be evidence of internal moderation presented to the OCR examiner-moderator. This can be via internal moderator signatures on candidate evidence and checklists. It does not have to be a formal internal moderation record as long as these are available and retained in the centre for inspection if required.

Centres are reminded that once claims are submitted on Interchange, the corresponding work should be sent to the OCR examiner-moderator within 24 hours. There have been some very long delays which have resulted in centres not getting the results back within the timescales that they wished for. If claims are uploaded onto the OCR Interchange system and the work is not received by the OCR examiner-moderator in sufficient time, the claim will be withdrawn. This will result in the centre having to re-submit the claim when they send the work to be moderated. There have also been occasions when the OCR examiner-moderator has received the candidates' work from the centre, but it has not been submitted as a claim on OCR Interchange. Whenever possible the OCR examiner-moderator has asked OCR to contact the centre, however, the correct process is that the work will automatically be returned to the centre until the correct process is followed.

Centres are reminded:

- to ensure that the correct personnel have notification of when an OCR examiner-moderator is unavailable. The notification from OCR states that a centre may contact them if they require a change of moderator as the candidates are unable to wait for their results

- not to submit work in poly-pockets as it is both costly to centres and time consuming for moderators to remove in order to moderate the relevant work.

It is important the centres only submit complete candidate evidence. There are still some centres who continue to submit work where there are clear gaps within the responses from the candidates. Candidates will not be awarded the unit if work submitted is not complete and it will be necessary to pay to re-register them if a re-submission is required.

It is recommended that centres regularly use the OCR website to access updated information relating to the qualifications. A number of new support documents are available eg Learner Progress Trackers, Student Guides, electronic submissions guidance and a glossary of QCF terms. The centre handbook has also been updated and an FAQ document will soon be available. Centres can also sign up to OCR's e-alerts for Customer Service or join the on-line community to join discussion topics.

The majority of candidates within centres have provided some very good evidence reflecting their overall knowledge and understanding of the customer service sector. Where weaknesses have occurred, these have been identified by the OCR moderators who have provided constructive feedback to centres. Candidates are expected to provide complete answers. One word answers are not sufficient and assessors should access the QCF Glossary of Terms document on the OCR website to establish the level of detail required.