

OCR LEVEL 2 AND 3 CERTIFICATES IN PRINCIPLES OF CUSTOMER SERVICE (TECHNICAL CERTIFICATES)

ELECTRONIC SUBMISSIONS

Candidate work may be submitted electronically to the Examiner-moderator. All OCR Examiner-moderators for these qualifications have been allocated a 4 digit OCR mailbox ocremxxx@ocr.org.uk. Our Customer Contact Centre can provide you with your Examiner-moderator's full email address. Please contact our Customer Contact Centre by email at: vocational.qualifications@ocr.org.uk, or by telephone on: 024 7685 1509.

Candidate evidence can be emailed directly to the Examiner-moderator's OCR email address as soon as units have been claimed on Interchange.

The email subject heading should include your **centre number, scheme code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number. Please list the candidate names relevant to the claim.

ADMINISTRATION ARRANGEMENTS

Please follow these guidelines:

1. Please create one folder for each candidate and include the Candidate Submission Sheet and the Candidate Evidence Checklist (for centre-devised assignments/portfolios), together with the relevant, completed Candidate Evidence Sheets/assignment/portfolio in that folder.
2. If you are submitting more than one unit per candidate, please create a sub-folder for each unit and include the Candidate Submission Sheet in the main folder. All other documents should be included in the sub-folder for each unit.
3. Please ensure checklists/assignments are signed in the witness statement area by both the candidate and assessor before submitting them. Centres should only submit candidate work to the Examiner-moderator that they feel meets all of the required assessment criteria and evidence requirements.
4. If evidence is scanned, please ensure that the scanned copy is clearly legible. Please also scan all pages using the correct orientation and in the correct sequence (it is difficult to view pages on screen if they are scanned upside down and/or out of order).
5. Hyperlinks can be incorporated into the Candidate Evidence Checklists in order to make it easier for the Examiner-moderator to find which part of the evidence maps to the assessment criteria. Please ensure that the links are relative, not absolute.

6. We can accept pdf, rar, zip, MS Office files (any version). Not all software packages are available to Examiner-moderators, therefore, if you use a software package that is not widely available, please screen shoot candidate evidence into a word document. The screen shot must be clearly legible.
7. Size should be restricted to 10mb per email. If the file size is any larger, it should be split between emails and clearly labelled e.g. **email 1 of 2, email 2 of 2**, etc.

SUBMISSIONS USING E-PORTFOLIOS

If you are using e-portfolios to organise candidates' work, you can email the login details and instructions on how to navigate around the site to your Examiner-moderator's OCR mailbox. It is important to send the Examiner-moderator this information each time you make a claim.

Please follow these guidelines:

1. Please ensure that the Candidate Submission Sheet and the Candidate Evidence Checklist (for centre-devised assignments) are included in the portfolio.
2. Please ensure that final candidate evidence is easy to find.
3. Please ensure that all candidate evidence for each unit is contained within the same folder.
4. Please follow points 3-6 in the section on Electronic Submissions.

N.B. The Examiner-moderator's OCR mailbox can only be used to send candidate evidence, or to advise about e-portfolio login and navigation. It cannot be used to ask questions, or enter into any other dialogue with the Examiner-moderator. Supplementary information or explanations to the Examiner-moderator must not be provided in the email.