

NOTICE TO CENTRES

FAO: ICT Professional Competence (PROCOM) Tutors and Assessors

Date: April 2012

Subject: Customer Care in ICT

Updated units added to OCR website

The units shown below have been updated and replaced on the qualification pages of the [OCR website](#).

- Level 2 Customer Care in ICT (A/500/7158)
- Level 3 Customer Care in ICT (F/500/7159).

The current versions of the unit documents are easily identifiable by the UAN shown at the top of the unit.

The updated units must be used with immediate effect by all new candidates registering for the unit. All new candidates must be assessed to this version of the units and meet all the assessment criteria. Where candidates have already started the old units, they can be assessed to the criteria in the old unit, ensuring evidence is provided from demonstrating competence.

If you have any queries about this notice, please call our Customer Contact Centre on 02476 851 509.