

OCR Certificates in Principles of Customer Service – Frequently Asked Questions (FAQs)

- [1. Are there any entry requirements for these qualifications?](#)
- [2. Can candidates register for these qualifications if they are not on an Apprenticeship programme?](#)
- [3. How do candidates provide evidence for these qualifications?](#)
- [4. Where can I find the evidence requirements for these qualifications?](#)
- [5. Do completed Candidate Evidence Sheets need to be accompanied by a Candidate Evidence Checklist?](#)
- [6. Do candidates need to complete all sections of the Candidate Evidence Sheets?](#)
- [7. How does assessment work for these qualifications?](#)
- [8. Does candidate evidence need to be marked before submission?](#)
- [9. Where can I find details regarding centre assessor and internal standardisation requirements?](#)
- [10. How is candidate work confirmed as the candidate's own?](#)
- [11. Can questioning be used as an alternative form of evidence when candidates are completing the Candidate Evidence Sheets?](#)
- [12. Can a scribe be used to transcribe candidate responses?](#)
- [13. How do I make a claim when candidate work is complete?](#)
- [14. How do I submit candidate work to the OCR Moderator?](#)
- [15. Where can I find my moderator's address details?](#)
- [16. Is it acceptable to submit NVQ certificates as evidence for these qualifications?](#)
- [17. Will candidate work be returned to the centre?](#)
- [18. How do I receive feedback for these qualifications?](#)
- [19. When can I view the feedback on Interchange?](#)

1. Are there any entry requirements for these qualifications?

No, there are no formal entry requirements for these qualifications. However, candidates will be expected to have a standard of literacy and numeracy and a level of industry knowledge appropriate for a person working at either Level 1, 2 or Level 3 (as appropriate to the qualification they are taking).

2. Can candidates register for these qualifications if they are not on an Apprenticeship programme?

Yes. The L2 and L3 qualifications act as the technical certificate element of the Customer Service apprenticeship programme but can be taken as stand alone, knowledge-based qualifications in their own right.

3. How do candidates provide evidence for these qualifications?

Candidates can complete **one** of the following:

- the OCR Candidate Evidence Sheets
 - a centre-produced assignment/workbook
 - a portfolio of evidence
- a) The OCR Candidate Evidence Sheets have been designed to cover all assessment criteria and evidence requirements contained within the units. As such, if these are fully completed no further evidence is required.

The Candidate Evidence Sheets can be found on the Principles of Customer Service web pages.

Level 1 web page link below:

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-principles-of-customer-service-level-1-award-10334/>

Level 2 web page link below:

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-principles-of-customer-service-level-2-certificate-09628/>

Level 3 web page link below:

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-principles-of-customer-service-level-3-certificate-09629/>

- b) If centre-devised assignments/workbooks are developed, it is the centre's responsibility to ensure that they allow candidates to meet all evidence requirements and assessment criteria contained within the units. Tasks within the assignments must be referenced to assessment criteria to show where each criterion has been included.

Centre-devised assignments/workbooks must also contain a signatory area for both the candidate and assessor to sign (in line with the OCR-produced documents).

- c) If a portfolio of evidence is produced, this must meet all evidence requirements and assessment criteria contained within the unit(s). A portfolio of evidence must be accompanied by a Candidate Evidence Checklist detailing where the appropriate evidence can be found and the requirements have been met.

The Candidate Evidence Checklists can be found on the Principles of Customer Service web pages, under the heading *Forms*.

4. Where can I find the evidence requirements for these qualifications?

The evidence requirements can be found on the Candidate Evidence Checklists.

Information regarding the evidence requirements is also contained in the individual units.

5. Do completed Candidate Evidence Sheets need to be accompanied by a Candidate Evidence Checklist?

No. If the Candidate Evidence Sheets have been completed, there is **no need** to also complete a Candidate Evidence Checklist. This is because the Candidate Evidence Sheets are designed to cover all evidence requirements and clearly reference the assessment criteria to which the tasks relate.

The Candidate Evidence Checklists **must be** completed only if a portfolio of evidence is produced.

6. Do candidates need to complete all sections of the Candidate Evidence Sheets?

Yes. In order to meet the unit assessment criteria and evidence requirements, all sections of the Candidate Evidence Sheets must be completed before submission to the OCR Moderator.

Only fully completed Candidate Evidence Sheets should be submitted to the OCR Moderator. Assessors should identify gaps in evidence and provide feedback to candidates to ensure these are filled before the unit is sent to the OCR moderator.

The sheets must also be signed by both the assessor and candidate in the signatory area to confirm that the work is solely that of the candidate.

7. How does assessment work for these qualifications?

All units for these qualifications are centre-assessed and OCR-moderated.

Centres will need to ensure that candidates meet all of the assessment criteria within the units before submitting work to the moderator (please see the guidance provided in Q6).

Further information regarding the Assessment process can be found in the Principles of Customer Service Centre Handbook under section 3. A link to this document can be found below:

<http://www.ocr.org.uk/images/81808-centre-handbook.pdf>

8. Does candidate evidence need to be marked before submission?

All evidence **must** be marked before submission. This should be indicated through a tick and/or feedback comment on each marking point. Tutors should check that there are no gaps in the evidence. Incomplete evidence should not be submitted. Centres should have an internal moderation process in place to ensure consistency of assessment across assessors.

9. Where can I find details regarding centre assessor and internal standardisation requirements?

Information regarding assessment centre requirements can be found in the Principles of Customer Service Centre Handbook, under section 4. A link to this document can be found below:

<http://www.ocr.org.uk/images/81808-centre-handbook.pdf>

10. How is candidate work confirmed as the candidate's own?

The documents detailed below contain a signatory area either at the end or on the front cover page. This area must be signed by both the candidate and the assessor (before submission) to confirm that the evidence being submitted is the candidate's own individual work.

- Candidate Evidence Sheets
- Candidate Evidence Checklists

Centre-devised assignments/workbooks must also contain a signatory area.

11. Can questioning be used as an alternative form of evidence when candidates are completing the Candidate Evidence Sheets?

No. Candidate responses should be written or word processed on the Candidate Evidence Sheets. (Please see Q11 if a scribe is required).

12. Can a scribe be used to transcribe candidate responses?

If candidates require a scribe to transcribe their responses, the guidance provided in the following document must be followed: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013*

This can be found on the JCQ website at the link below:

<http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

If a scribe is used to complete the Evidence Sheets on behalf of the candidate, instructions contained within the Notes for Tutors section of the Evidence Sheets and the Marking Guidance documents must be followed. The scribe must sign the relevant area on the front cover of the Evidence Sheets.

Please contact the Qualifications Manager for the Principles of Customer Service qualifications if you have any questions regarding this process (on 024 7685 1509).

13. How do I make a claim when candidate work is complete?

Certification claims are made online via OCR Interchange. Full information regarding the process can be found in the *Admin Guide for Vocational Qualifications*, under section 6.

A link to this document is provided below:

<http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/>

14. How do I submit candidate work to the OCR Moderator?

Candidate submissions can be either posted or emailed to the Moderator. A Candidate Submission Sheet must accompany each individual submission. This can be downloaded from the Principles of Customer Service web pages (under the heading *Forms*).

An *E-submissions guidance* document can also be found on the web-pages (under *Key Documents*). This provides guidance regarding submitting work via email.

Work should be submitted to the Moderator within 24-hours of submitting an online claim.

Full information regarding submission requirements can be found in the *Admin Guide for Vocational Qualifications*, under section 6.

A link to this document is provided below:

<http://www.ocr.org.uk/ocr-for/exams-officers/admin-guides/>

15. Where can I find my moderator's address details?

Details of your moderator can be found on Interchange. You should:

- hover over 'Centre information'
- then click on 'View examiner-moderators' in the left-hand menu
- Enter the qualification information into the relevant boxes and a list of the moderators for your qualifications will be produced
- Click on the 'magnifying glass' for each qualification to view the full moderator address details

All OCR Examiner-moderators for these qualifications have been allocated a 4 digit OCR mailbox ocremxxxx@ocr.org.uk. OCR's Customer Contact Centre can provide you with your moderator's complete email address if you wish to email submissions. The Customer Contact Centre can be contacted:

- at vocational.qualifications@ocr.org.uk or
- on 024 7685 1509

16. Is it acceptable to submit NVQ certificates as evidence for these qualifications?

No. Candidates must submit evidence for each unit via one of the three methods detailed in question 3.

17. Will candidate work be returned to the centre?

No. Candidate work is not returned to the centre. Centres are therefore advised to keep copies of all work before submitting it to the moderator. (It is recommended that work is kept for a period of 6 months).

18. How do I receive feedback for these qualifications?

The OCR Moderator will complete a Centre Feedback Report (CFR) for each batch of work received. This will be uploaded to Interchange for centre representatives to access.

If a full claim is withdrawn (ie all work for all candidates within the batch), the CFR will be emailed or posted to the centre.

19. When can I view the feedback on Interchange?

The moderator will moderate the work and upload the report to Interchange within 12 days of **receipt** of the work.