

NVQ Certificates and Diplomas in Customer Service

Contacting OCR

We strive to provide clear support for the NVQ Certificates and Diplomas in Customer Service. Centre support materials and guidance can be found on the qualification pages of the OCR website <http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/administration/>

Below is a list of the various personnel or teams within OCR that support centres, along with their primary functions. Email addresses are provided, alternatively you can call the OCR Customer Contact Centre on **024 76 851509** and ask to speak to the relevant department.

The Customer Contact Centre

vocational.qualifications@ocr.org.uk

- General enquiries relating to our vocational qualifications
- Finding your nearest centre
- Requesting address details for your External Verifier (EV)

The Qualifications Manager – Customer Service

Business.I@ocr.org.uk

- Content of the qualifications
- Future plans and development for the qualifications
- Feedback regarding the qualifications
- Assessment requirements
- Concerns about the qualifications
- Escalation of an existing issue regarding the qualifications
- Complaints*

*Complaints should be in writing, either to the email address above or to:

The Qualifications Manager, Customer Service
Skills and Employment
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Our targets regarding complaints are to:

- Acknowledge your complaint within five working days of receipt
- Address your complaint in full within 10 working days of receipt where possible, or advise you that we are conducting further investigations and will respond as soon as we are able to.

Quality Assurance Processes Team

ocrqapt@ocr.org.uk

- Approval for the qualifications
- Requesting an additional EQA visit
- Issues with a submitted EV or centre approval report
- Issues with an EV eg conflict of interest
- Direct Claims Status (DCS) queries

NVQ Team

keyskills.opsteam@ocr.org.uk

- Candidate entered for incorrect qualification
- Issues with claims eg claimed an incorrect unit
- Certification issues

Results Enquiries Team

OCRResultsEnquiriesTeam@ocr.org.uk

- Enquiries about Results (EARs)

If you wish to make an enquiry about results, or appeal against a result, information regarding the processes can be found on the OCR website using the link below:

<http://www.ocr.org.uk/ocr-for/exams-officers/post-results-services/>