

23 February 2011

Dear Colleague

I am pleased to announce that the new OCR Certificates in Principles of Customer Service have been accredited and will be available for registration from 1 March 2011. Qualification Accreditation Numbers and OCR scheme codes are as follows:

| <b>Scheme Code</b> | <b>Qualification Name</b>                                       | <b>QAN</b> |
|--------------------|-----------------------------------------------------------------|------------|
| 09628              | OCR Level 2 Certificate in Principles of Customer Service (QCF) | 600/0840/4 |
| 09629              | OCR Level 3 Certificate in Principles of Customer Service (QCF) | 600/0752/7 |

Transfer of approval will be automatic for all centres previously approved for the OCR Certificates in Customer Service Knowledge (scheme codes 04522 and 04523). Full scheme documentation, including the centre handbook and datasheet, is available on our website at: [http://www.ocr.org.uk/qualifications/type/qcf/cus\\_ser/index.html](http://www.ocr.org.uk/qualifications/type/qcf/cus_ser/index.html)

As mentioned in my letter of 23 December 2010, these qualifications are intended to replace the OCR Certificates in Customer Service Knowledge as the OCR technical knowledge element of the Apprenticeship and Advanced Apprenticeship in Customer Service. However, owing to national changeovers in apprenticeship frameworks to SASE/SASW compliant versions, although the CfA has approved the new qualifications in this context, they cannot be added to the framework until 6 April 2011.

Therefore, the registration date for the OCR Certificates in Customer Service Knowledge (scheme codes 04522 and 04523) has been extended to 30 April 2011 and they will remain as the OCR technical knowledge element of the Apprenticeship and Advanced Apprenticeship in Customer Service frameworks until this date.

The new OCR Certificates in Principles of Customer Service have been approved by the CfA as the technical knowledge element of the Apprenticeship and Advanced Apprenticeship in Customer Service frameworks and will be added to the framework on the changeover date of 6 April 2011.

Further details on the Customer Service apprenticeship frameworks can be found on the CfA website at: <http://www.cfa.uk.com/apprenticeships/customer-service-and-contact-centre.html>

Further information on OCR apprenticeship qualifications are on our website at: [http://www.ocr.org.uk/qualifications/type/apprenticeships/ocr\\_app/index.html](http://www.ocr.org.uk/qualifications/type/apprenticeships/ocr_app/index.html)

If you have any queries about the new qualifications, or any other queries relating to OCR Customer Service qualifications, please contact Sean Duffy ([sean.duffy@ocr.org.uk](mailto:sean.duffy@ocr.org.uk)) or Kate McCormack ([kate.mccormack@ocr.org.uk](mailto:kate.mccormack@ocr.org.uk))

Yours sincerely

A handwritten signature in black ink, appearing to be 'S. Duffy', written in a cursive style.

Sean Duffy  
Qualifications Leader  
Qualifications & Curriculum