

For the attention of the Customer Service Tutor

March 2012

Dear Colleague

**SUBMISSIONS FOR OCR'S CUSTOMER SERVICE TECHNICAL CERTIFICATES**

I am pleased to inform you that submissions of work for OCR's Certificates in Principles of Customer Service (Technical Certificates) can now be made electronically.

With immediate effect, you can either email or post your candidate work to your allocated Examiner-moderator. This applies to the following qualifications:

Scheme Code	Qualification
09628	OCR Level 2 Certificate in Principles of Customer Service
09629	OCR Level 3 Certificate in Principles of Customer Service

All OCR Examiner-moderators for these qualifications have been allocated a 4 digit OCR mailbox [ocrem00xx@ocr.org.uk](mailto:ocrem00xx@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](mailto:vocational.qualifications@ocr.org.uk), or by telephone on: 024 7685 1509.

Candidate evidence can be emailed directly to your Examiner-moderator's email address as soon as units have been claimed on Interchange. Full information regarding the process for emailing submissions can be found in the document titled *E-submissions Guidance*, which can be found on the Principles of Customer Service pages of our website: [www.ocr.org.uk](http://www.ocr.org.uk).

Please remember to visit the Customer Service web pages regularly as any updates to the qualifications will be posted there.

Yours sincerely

Leila Fleming  
Qualifications Manager