

# OCR Level 1 Award in Principles of Customer Service

600/7885/6

OCR Unit No.	Unit Title	Unit Ref No.	Credit value	Level	GLH
1	Customer expectations of customer service	R/504/6242	2	1	15
2	Organisational procedures for delivering customer service	Y/504/6243	2	1	15

## Introduction

The **OCR Level 1 Award in Principles of Customer Service** is a bite-size qualification that underpins some of the basic knowledge and understanding needed by an employee preparing to work in a customer service role. It also provides accreditation for the interpersonal skills necessary for anyone working, or intending to work, within a customer service environment where their work involves direct or indirect contact with external or internal customers.

Specifically this qualification is suitable for those who are:

- wanting to gain the basic knowledge and understanding for a job that involves customer service
- starting work in a job that involves customer service and wishing to learn essential knowledge, understanding and skills at the same time as learning the job
- already in a job involving customer service and wishing to update their knowledge, understanding and skills in order to improve their customer service performance
- returning to work or changing their job role to one which involves customer service

The qualification is accredited by Ofqual at Level 1 of the Qualifications and Credit Framework. It has been developed to recognise the skills, knowledge and understanding of customer service whether in employment, education or training.

The qualification contains two units. In order to achieve the Level 1 Award in Principles of Customer Service, candidates are required to achieve both units.

## Form of Assessment

Each unit within this qualification is designed around the principle that candidates will produce evidence that meets all of the assessment criteria for that unit.

To help centres with assessment, OCR has produced Candidate Evidence Sheets and Candidate Evidence Checklists. However, completion of the OCR-produced Candidate Evidence Sheets is not mandatory. Evidence for this qualification can be provided by completing any one of the following:

- the OCR Candidate Evidence Sheets
- a centre-produced workbook
- a portfolio of evidence

Further information regarding assessment can be found in the Level 1 Award in Principles of Customer Service Centre Handbook.

All units for this qualification are centre-assessed and OCR-moderated. Centres will need to ensure that candidate evidence meets all of the assessment criteria within the units.

## Certification

Candidates can gain either unit or full certificates.

The full certificate will detail the qualification title and the Ofqual accreditation information.

The unit certificate will also detail the credit value of the unit achieved.

## What other related OCR qualifications are available?

OCR offers a range of qualifications relevant to Level 1 Award in Principles of Customer Service:

OCR Level 2 Certificate in Principles of Customer Service

OCR Level 3 Certificate in Principles of Customer Service

OCR Level 1 NVQ Certificate in Customer Service

OCR Level 2 NVQ Certificate in Customer Service

OCR Level 3 NVQ Diploma in Customer Service

OCR Level 4 NVQ Diploma in Customer Service

Further details and Datasheets are available from the qualification pages of the OCR website: [www.ocr.org.uk](http://www.ocr.org.uk)

## Qualification support

Please visit the qualification web page to access support for the delivery of this qualification.

If in doubt over any aspect of the assessment or administration processes, please contact OCR's Customer Contact Centre, where staff will endeavour to answer your queries or redirect your call as necessary.

[vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

## Fees

The OCR Fees List (A250), which includes all fees relevant to this qualification is available from the OCR website.

## What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff is available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation.

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk); or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

A summary of how the approval process works is provided in our *Admin Guide for Vocational Qualifications* (publication ref. code: A850). Our *Fees List* contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website [www.ocr.org.uk](http://www.ocr.org.uk)

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OCR customer contact centre

**Vocational qualifications**

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

**General qualifications**

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

*For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.*

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