

Withdrawal of OCR Contact Centre Operations and OCR Principles of Contact Centre Operations qualifications

Frequently Asked Questions (FAQs)

OCR Level 1 NVQ Award in Contact Centre Operations (10263)

OCR Level 1 NVQ Certificate in Contact Centre Operations (10264)

OCR Level 2 NVQ Certificate in Contact Centre Operations (10265)

OCR Level 3 NVQ Diploma in Contact Centre Operations (10268)

OCR Level 4 NVQ Diploma in Contact Centre Operations (10269)

OCR Level 2 Certificate in Principles of Contact Centre Operations (10266)

OCR Level 3 Certificate in Principles of Contact Centre Operations (10267)

1. **What is the last date I can register candidates?**
 The final registration date for all of the schemes listed above is 31/12/2013.
2. **What is the last date I can certificate candidates?**

Contact Centre Operations	
Scheme Code	Final Certification Date
10263	31/12/2014
10264	31/12/2014
10265	31/12/2015
10268	31/12/2016
10269	31/12/2016

Principles of Contact Centre Operations	
Scheme Code	Final Certification Date
10266	31/12/2015
10267	31/12/2016

Please note that the final certification date is the last date in which OCR will produce certificates and therefore it is advised that centres plan for completion of all candidate assessment at least 2 months prior to these dates.

3. I have DCS / ACS – how does this affect the last certification / assessment dates?

All candidate portfolios will still be subject to the full quality assurance process i.e. an External Verifier will need to visit your centre to review any DCS portfolios before these can be accepted. If you have already had your two free* visits a year you will have to arrange a final visit to your centre by your EV – a fee will be charged for this. Your EV will notify OCR to remove DCS following this final visit.

* This is subject to minimum candidate numbers. EQA visits for small centres with low candidate numbers may be chargeable.

4. We are a centre in Wales / Northern Ireland – are we affected in the same way?

Yes. There is no difference.

5. Why is OCR withdrawing these qualifications?

Due to falling market demand and changes to the funding regime, OCR has reluctantly decided to withdraw these qualifications.

6. Does this mean OCR is withdrawing all qualifications in this vocational area / sector?

No, we will still continue to offer qualifications and apprenticeships in Customer Service.

7. Are all awarding organisations withdrawing these qualifications or is it just OCR?

This is an OCR decision. Please check on the Register for Qualifications for alternative providers:

<http://register.ofqual.gov.uk/>

8. What will happen if a candidate fails and wants to resit the unit / qualification?

As long as they were registered before the last entry date and the final certification date has not passed they can continue to claim units/the full qualification. Claims must be made before the end certification date (see Questions 2 above).

9. What if a candidate sits a test / completes their portfolio, but we haven't made a qualification entry for that candidate and it is after the qualification last entry date?

Candidates need to be registered before the last entry date and claims must be made before the final certification date (see Questions 1 and 2 above).

10. I want to enter candidates now but don't know exactly how many I will have. I usually have *20* candidates and enter them unnamed – if I only have 15, can I have a credit for the unused qualifications / components, assuming I haven't incurred any external assessment resource from OCR? How long do I have to claim this credit and how do I claim this credit?

Full or unit registration fees are non-refundable.

11. What alternative OCR qualification(s) could I offer to my learners instead?
OCR offer Customer Service knowledge-based qualifications at Levels 1-3 and Customer Service NVQs (competence-based) at levels 1-4, as well as Customer Service apprenticeships.

12. What are the changes in assessment between the alternative qualification/s and the qualification/s being withdrawn and so what do I need to deliver differently?

The Customer Service NVQs use the same model of assessment as the Contact Centres Operations competency (NVQ) and knowledge qualifications. They are internally assessed by centre staff and externally verified by OCR Assessors. However, the Customer Service knowledge qualifications (Principles of Customer Service) are postally moderated.

Full details of assessing these qualifications are available within section 3 of the centre handbook available on the qualification pages of the OCR website:

<http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/administration/>

13. What training is available for this alternative qualification(s)?

Details on training for the Customer Service qualifications can be found here:

<https://www.ocreventbooker.org.uk/ocr/desktopdefault.aspx>

14. Where do I get information on this alternative qualification(s)?

Details of the Customer Service qualifications can be found here:

<http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/administration/>

15. If our learners have only achieved half of the qualification in complete units, can they transfer that achievement over to the alternative qualification?

The Customer Service NVQs share some units with the Contact Centre Operations NVQs. If candidates have achieved any units also available in the selected Customer Service NVQ, these achievements will be transferred. Details of the units available in the Customer Service qualifications can be found on the qualification pages of the OCR website:

<http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/administration/>

For advice on the transfer of unit achievements you can talk to our Customer Contact Centre on 02476 851509 or email vocational.qualifications@ocr.org.uk.

16. What is the approval process for these alternative qualifications – am I already approved or what do I need to do to get approval?

To seek approval to offer these qualifications, please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage:

<http://www.ocr.org.uk/i-want-to/do/become-an-approved-centre/>

- 17. What employer / sector recognition do the alternative qualifications have and can you reassure me that these qualifications have the same equivalent 'currency' with the qualifications being withdrawn, i.e. will local employers recognise this as a qualification of the same quality?**

The Customer Service qualifications are accredited onto the QCF and are supported by Skills CfA, the same Sector Skills Council that supports the Contact Centre qualifications by the Sector Skills Council Skills CFA.

- 18. What is the difference in administration of the alternative qualifications to the qualifications being withdrawn? Who can help me understand how to make candidate entries for the alternative qualifications?**

The administration is very similar for the Customer Service NVQs in as much as your centre will make entries, then an OCR assessor will be allocated and will arrange visits with you when you make claims. There are some slight differences with regard the knowledge qualifications (Principles of Customer Service) however our Customer Contact Centre will be able to talk you through these or you can contact the Customer Admin Support Team (CAST) at cast@ocr.org.uk

Additionally, for full details of the administration arrangements for the Customer Service qualifications please refer to OCR's *Admin Guide: Vocational Qualifications* (A850) which is available to download from our website:

<http://www.ocr.org.uk/administration/documents/vocational.html>

- 19. Will I still have the same assessor for the alternative qualification(s)?**

Although some assessors cover both sets of qualifications, we can't tell you who your assessor will be until you have made entries and we allocate one to you.

- 20. Who can I talk to, to get more information on this?**

To learn more about the Customer Service qualifications you can talk to our Customer Contact Centre on 02476 851509 or email vocational.qualifications@ocr.org.uk.

You may also want to contact your Regional Account Manager whose details can be found here:

<http://www.ocr.org.uk/contact-us/regional-account-managers/>

- 21. What alternative qualifications from other awarding organisations could I offer to my learners?**

There are a number of other awarding organisations offering Contact Centre Operations qualifications. For full details please view the Ofqual register:

<http://register.ofqual.gov.uk/>