

QCF, NVQ, NQF

Contact Centres

Contact Centre Operations Level 1 NVQ Award **10263**

Contact Centre Operations Level 1 NVQ Certificate **10264**

Contact Centre Operations Level 2 NVQ Certificate **10265**

Principles of Contact Centre Operations Level 2 Certificate **10266**

Principles of Contact Centre Operations Level 3 Certificate **10267**

Contact Centre Operations Level 3 NVQ Diploma **10268**

Contact Centre Operations Level 4 NVQ Diploma **10269**

OCR Report to Centres 2013-3014

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

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OCR REPORT TO CENTRES

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Contact Centre Operations

1. The qualifications and standards

- **Structure and content**

Assessment Team:

The number of active centres has reduced considerably as the contact centres are using other qualifications. The visits that were carried out to centres all showed that suitable, qualified and occupationally competent assessors and IQAs were in place.

Resources:

All of the centres had suitable resources. In nearly every case the assessment is carried out in the workplace.

The reports confirmed that very good resources and training were available for the candidates that were doing the Technical Certificates.

Candidate Support:

All feedback from the candidates has been very good. Again those doing the Technical Certificates confirmed that they received good guidance and that it was helping their development.

Assessment and Verification:

The evidence mainly consisted of observations, which would be expected in this occupational area. There was also good use of witness testimony from team leaders who monitor the staff very frequently.

All of the reports confirmed a good standard of assessment and verification. There was also confirmation that standardisation activities were carried out and recorded.

Management Systems and Records:

All of the centres visited had good systems and procedures in place and operating well.

Assessment Summary:

There were no sanctions applied at any centres, and several had DCS awarded during the year for one or more of the qualifications.

2. Sector Developments

Due to the change in the qualifications being used by Contact Centres, the number of centres that still have active candidates has reduced considerably. Since December 2013, OCR has stopped accepting registrations for these qualifications, and only certification of ongoing candidates is now available.

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