

Customer Service

09628 OCR Level 2 Certificate in Principles of Customer Service
(600/0840/4)

09629 OCR Level 3 Certificate in Principles of Customer Service
(600/0752/7)

Level 2 Units		QAN	Credit	Level
Unit 1	Understand the principles of customer service	R/502/9652	4	1
Unit 2	Understand the rules of customer service	Y/502/9653	4	2
Unit 3	Understand the use of communication in customer service	D/502/9654	5	2
Level 3 Units		QAN	Credit	Level
Unit 3	Understand the use of communication in customer service	D/502/9654	5	2
Unit 4	Understand the principles of customer service delivery in different sectors	H/502/9655	6	3
Unit 5	Understand the principles of making improvements to customer service	K/502/9656	6	3

Introduction

The [OCR Level 2 Certificate in Principles of Customer Service \(09628\)](#) has been developed to recognise candidates' understanding of customer service and their level of interpersonal skills when dealing with routine customer service issues.

The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a customer service role. It also provides accreditation for the interpersonal skills identified as critical for anyone working, or intending to work, within a customer service environment whether their job role involves direct or indirect contact with external or internal customers.

The qualification meets the requirements for the knowledge element of the Apprenticeship in customer service. Specifically this qualification is suitable for those who are:

- Wishing to prepare for employment in 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 experienced in a job involving customer service and wishing to update their knowledge, understanding and skills to improve their customer service performance
- Undertaking an Apprenticeship in Customer Service.

The [OCR Level 3 Certificate in Principles of Customer Service \(09629\)](#) has been developed to recognise candidates' understanding of customer service when dealing with complex and non-routine customer service issues.

The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a customer service role.

The qualification meets the requirements for the knowledge element of the Advanced Apprenticeship in Customer Service.

Specifically this qualification is suitable for those who:

- Are already experienced in a job involving customer service and wish to update their knowledge, understanding and skills to improve their customer service performance
- Wish to develop their full potential and/or the potential of others to deliver and improve customer service
- Are seeking career progression through jobs involving customer service
- Are undertaking or are preparing to undertake, the Level 3 NVQ Certificate in Customer Service
- Are undertaking an Advanced Apprenticeship in Customer Service.

It will also be suitable for those who are studying in preparation for employment in job roles where they will be expected to work autonomously in carrying out activities with significant customer service focus.

The qualifications are accredited by Ofqual at Level 2 and 3 of the Qualifications Credit Framework. They have been developed to recognise the skills, knowledge and understanding of customer service whether in employment, education or training.

Each qualification contains three units. In order to achieve a Certificate in Customer Service Knowledge, candidates are required to achieve all three units.

Form of Assessment

Assessment takes the form of centre devised tasks/projects for which candidates collate evidence, produce solutions and complete evidence checklists which are centre assessed and postally moderated by OCR.

Certification

Candidates can gain either unit or full certificates.

The full certificate will detail the qualification title and the QCDA 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 Customer Service Knowledge Certificates:

[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 Data Sheets are available from the OCR website: www.ocr.org.uk

Qualification support

The Centre Handbook is designed to provide 100% of the resources needed to deliver and mark the candidate's evidence assignments. The centre handbook is available to download from the OCR website: www.ocr.org.uk

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

Fees

Centre Approval: Free

Candidate Entry: For current fees consult the OCR Fees List (A250)

The [OCR Fees List \(A250\)](#), which includes charges for centre evaluation, candidate registration and certification, 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 are 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**; 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.

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.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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