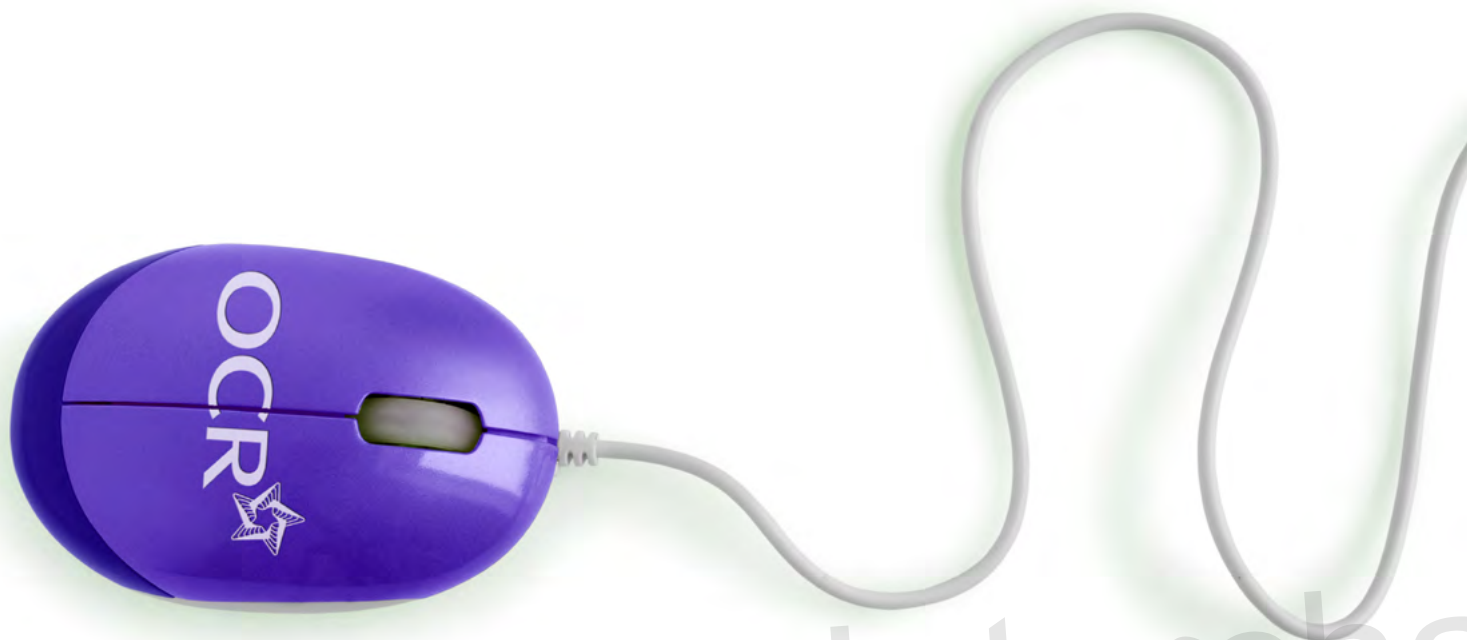


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Making online claims for Functional Skills qualifications via Interchange

A step-by-step guide for centres



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Introduction

This guide explains how to make online claims for Functional Skills via Interchange.

Interchange

For help getting started with Interchange, please see our quick start guide

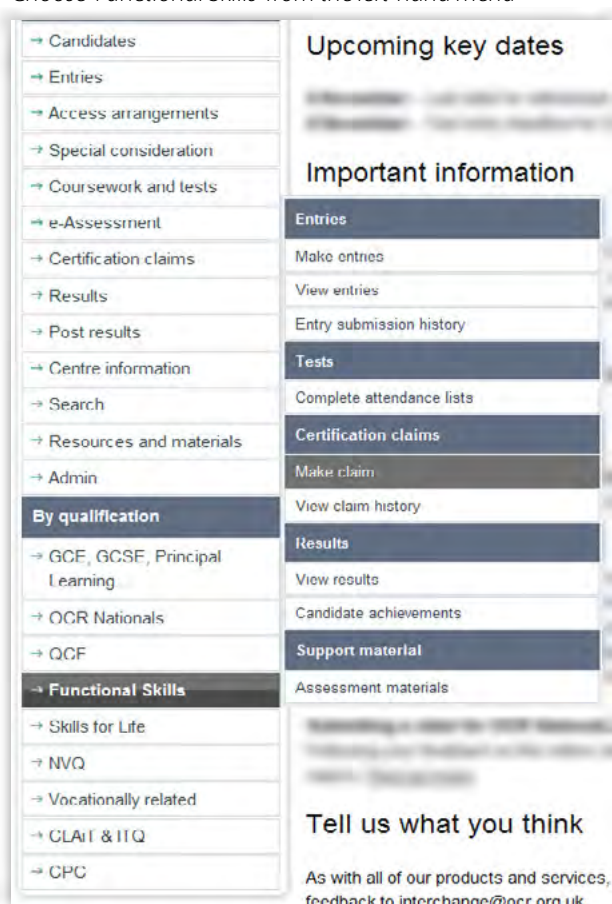
Interchange quick start guide

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Starting your online claim

To get started, log in to Interchange, hover over 'Functional Skills' in the left-hand menu and then click on 'Make claim' under the 'Certification claims' heading.

Choose 'Functional Skills' from the left-hand menu



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Select a qualification

You will then be able to see a list of all the vocational qualifications for which you have approval and the status of any claims.

If you cannot see this area, check with your Interchange Centre Administrator that you have the correct Interchange role – you need either the 'Centre Administrator' or the 'Tutor/Teacher' role.

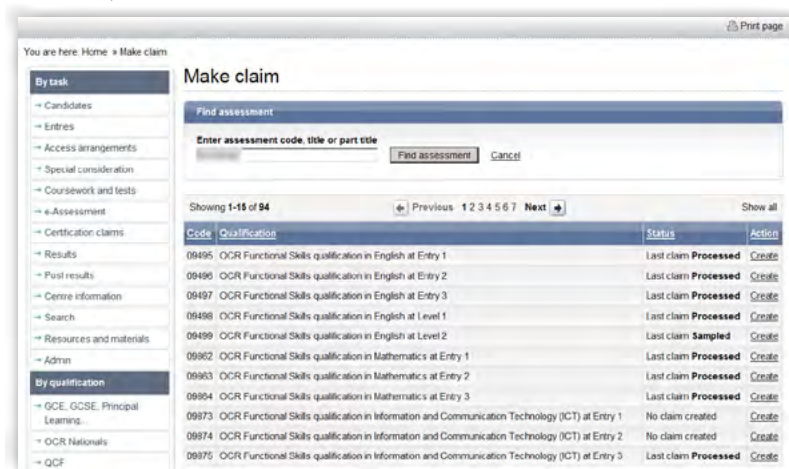
Note: You should submit the claim at least **two weeks** before you expect the examiner-moderator to review your candidates' work.

Note: A claim can be built over a period of time and can contain multiple candidates. So, to keep your admin to a minimum, try to put as many as possible in a single claim.

If you're approved for a lot of Functional Skills qualifications, you can search for a qualification by entry code, title or part title. Select the qualification from the list by clicking 'Create' next to the qualification title to begin building your claim.

Note: Once you've started a claim (but not yet submitted it) 'Create' next to the qualification details will change to 'Edit'.

Select a qualification



The screenshot shows the 'Make claim' page. On the left is a sidebar with navigation links: 'By task' (Candidates, Entries, Access arrangements, Special consideration, Coursework and tests, e-Assessment, Certification claims, Results, Post results, Centre information, Search, Resources and materials, Admin) and 'By qualification' (GCE, GCSE, Principal Learning, OCR Nationals, QCF). The main area is titled 'Make claim' and contains a 'Find assessment' search bar. Below the search bar is a table showing a list of qualifications. The table has columns for 'Code', 'Qualification', 'Status', and 'Action'. The first few rows show OCR Functional Skills qualifications in English at Entry 1, Entry 2, Entry 3, and Level 1, all with a status of 'Last claim Processed' and a 'Create' button. The last row shows OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3, with a status of 'Last claim Processed' and a 'Create' button.

Code	Qualification	Status	Action
06495	OCR Functional Skills qualification in English at Entry 1	Last claim Processed	Create
06496	OCR Functional Skills qualification in English at Entry 2	Last claim Processed	Create
06497	OCR Functional Skills qualification in English at Entry 3	Last claim Processed	Create
06498	OCR Functional Skills qualification in English at Level 1	Last claim Processed	Create
06499	OCR Functional Skills qualification in English at Level 2	Last claim Sampled	Create
06902	OCR Functional Skills qualification in Mathematics at Entry 1	Last claim Processed	Create
06903	OCR Functional Skills qualification in Mathematics at Entry 2	Last claim Processed	Create
06904	OCR Functional Skills qualification in Mathematics at Entry 3	Last claim Processed	Create
06973	OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1	No claim created	Create
06974	OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2	No claim created	Create
06975	OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3	Last claim Processed	Create

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Adding your assessment personnel

The first time you create a claim for each qualification, you will need to set up your **centre assessors**.

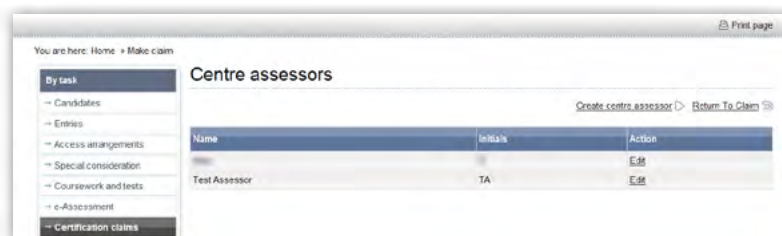
Note: These are the people within **your centre** who will be marking the assessment – **not** the OCR examiner-moderator.

Type the centre assessor's full name and initials in the boxes provided. Up to four initials will be accepted and these should be unique within your centre.

Make sure you set up your new centre assessors for each qualification before you start building the claim.

Note: Any number of centre assessors can build a claim, but only one of the assessors should submit it.

Set up centre assessor

Name	Initials	Action
Test Assessor	TA	Edit Delete

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Adding candidates

There are two ways to add candidates to a claim, depending on whether you made named or unnamed entries.

Named entries

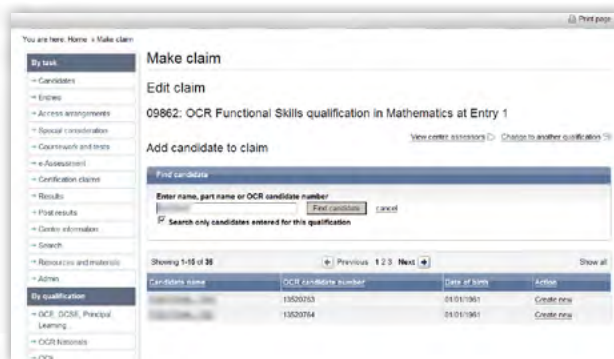
If you made named entries, once you click 'Create' next to the qualification title, you will see a list of all eligible candidates.

To begin building a claim for a candidate, click on 'Create new' next to the candidate's name. You will then see either all the available units for the qualification or, if you made unit entries, all the units the candidate is entered for.

Note: Once you've started a claim (but not yet submitted it) 'Create new' next to the candidate details will change to 'Edit'.

Note: If you have multiple candidates listed, you can order the results by clicking on the column headings: *Candidate name*, *OCR candidate number*, *Date of birth* or *Action*.

Add candidates (named entries)



Unnamed entries

If you made unnamed entries, once you click 'Create' next to a qualification title, you will need to build up a list of candidates to add to the claim. You should select existing candidates rather than creating new ones; however, if you cannot find a candidate, you can enter their details.

You will also see how many unnamed entries are available to use towards the claim. Each time you submit a claim, this number will decrease. If this gets low, you may need to make more unnamed entries before you can complete a claim.

To search for the candidate, enter the name, part name or OCR candidate number (remembering to **un-tick** the 'Search only candidates entered for this qualification' box) before clicking on 'Find candidate'. Candidates that match your search criteria will then be displayed.

Note: If you have multiple candidates listed, you can order the results by clicking on the column headings: *Candidate name*, *OCR candidate number*, *Date of birth* or *Action*.

Note: If you can't find a candidate, you will need to enter their details. Click on 'Create a new candidate' and enter their details in upper case. You must provide surname, forename, date of birth and gender. In addition, if you want achievements to be available for a 14–19 Diploma or other lifelong learning, please provide the unique learner number (ULN).

The details you enter here will appear on the candidate's certificate, so please check you have entered these details correctly before continuing with the claim.

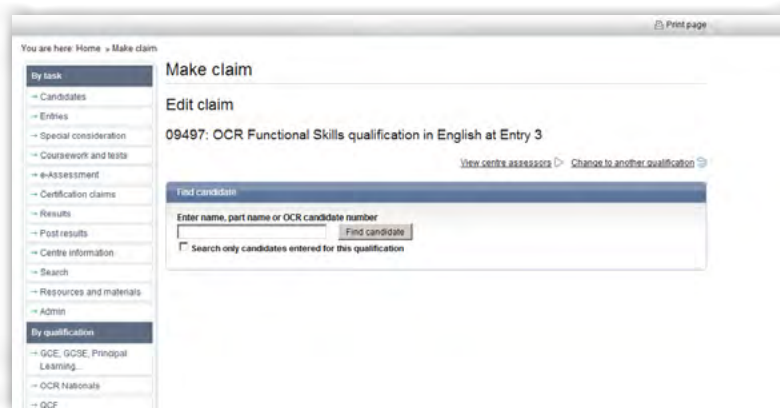
To begin building a claim for a candidate, click on 'Create new' next to each candidate's name. You will then see either all the available units for the qualification or, if you made unit entries, all the units the candidate is entered for.

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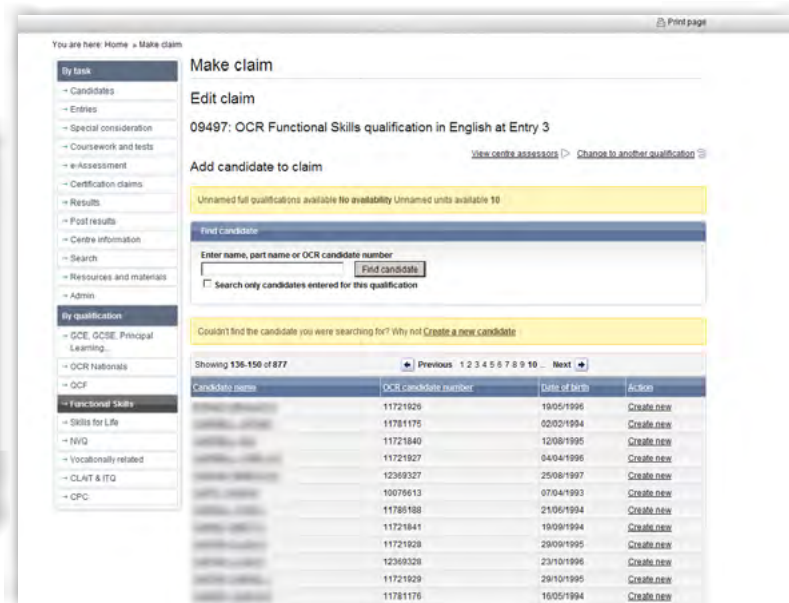
Note: Once you've started a claim (but not yet submitted it) 'Create new' next to the candidate details will change to 'Edit'.

Search candidates (unnamed entries)



The screenshot shows the 'Make claim' page with the 'Edit claim' section. The claim is for '09497: OCR Functional Skills qualification in English at Entry 3'. The 'Find candidate' section has a search bar with the placeholder text 'Enter name, part name or OCR candidate number' and a 'Find candidate' button. There is also a checkbox for 'Search only candidates entered for this qualification'.

Add candidates (unnamed entries)



The screenshot shows the 'Make claim' page with the 'Add candidate to claim' section. It displays a table of unnamed units available for the claim. The table has columns for 'Candidate name', 'OCR candidate number', 'Date of birth', and 'Action'. The 'Action' column contains 'Create new' links for each candidate.

Candidate name	OCR candidate number	Date of birth	Action
11721926	11721926	19/05/1996	Create new
11781175	11781175	02/02/1994	Create new
11721840	11721840	12/08/1995	Create new
11721927	11721927	04/04/1996	Create new
12369327	12369327	25/08/1997	Create new
10676613	10676613	07/04/1993	Create new
11789198	11789198	21/06/1994	Create new
11721841	11721841	19/09/1994	Create new
11721928	11721928	29/09/1995	Create new
12369328	12369328	23/10/1996	Create new
11721929	11721929	29/10/1995	Create new
11781176	11781176	16/05/1994	Create new

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Adding units

To add a unit, select the centre assessor from the dropdown list (you can select different assessors for different units) and click the radio button in the 'Claiming' column. To save these changes, click 'Save claim'.

Note: For Entry Level English, **three units** will be displayed. For Entry Level ICT and Maths (**single-unit qualifications**) and Levels 1 and 2 English (where Speaking, Listening and Communication is the only unit that can be claimed), the one unit available to claim will be displayed.

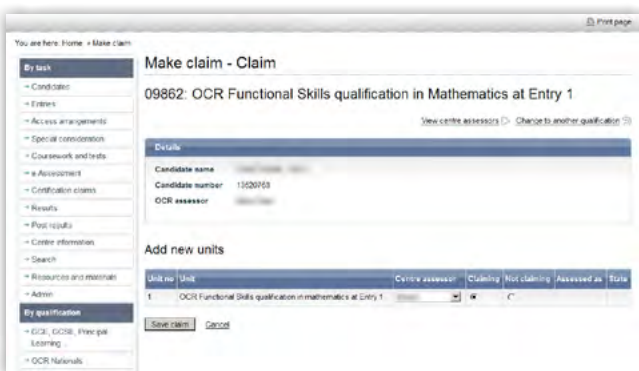
Note: Where a previous claim has been submitted for a candidate, the claim will show the unit as being achieved.

Note: If you have only entered one centre assessor, you will see the assessor name pre-populated for every unit.

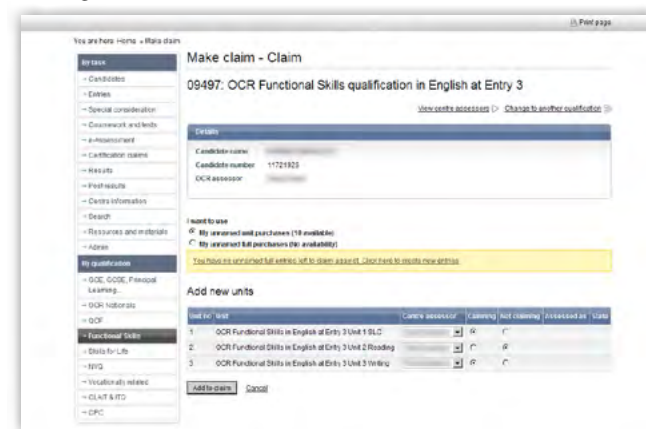
Note: If you have made **unnamed entries**, every unit you submit in the claim will decrease the total number of available unnamed unit purchases. If this gets low, you may need to make more unnamed entries before you can complete the claim.

Repeat this process for each candidate you'd like to add to the claim, making sure you click on 'Save claim' each time.

Adding units (named entries)



Adding units (unnamed entries)



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Editing the claim

You can go back later to amend or add to a claim before submitting it. You can access the claim by hovering over 'Functional Skills' in the left-hand menu and clicking on 'Make claim'. Search for the qualification, click on 'Edit' next to the claim, then click on 'View claim' to see the claim.

Next, click on a candidate name to edit their claim. **Make sure you save the claim whenever you make any changes.** If you cancel or do not save a specific candidate claim, all the details you have entered will be removed.

Note: For Functional Skills English qualifications, which have three units, you can claim all of the units at the same time or just some of them. If you only claimed some units, you can return to this claim and continue to add units as they are achieved. The full award will be issued automatically as soon as all the criteria have been met.

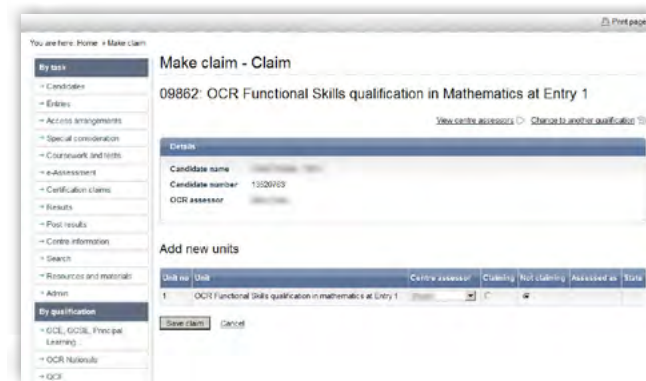
Note: If you made unnamed entries and want to claim more units for a candidate (having already started a claim for this candidate), you can return to this claim as though it is a named candidate; the candidate will appear on your list of candidates for you to edit or add to a subsequent claim.

Note: You can only make changes **before** submitting the claim.

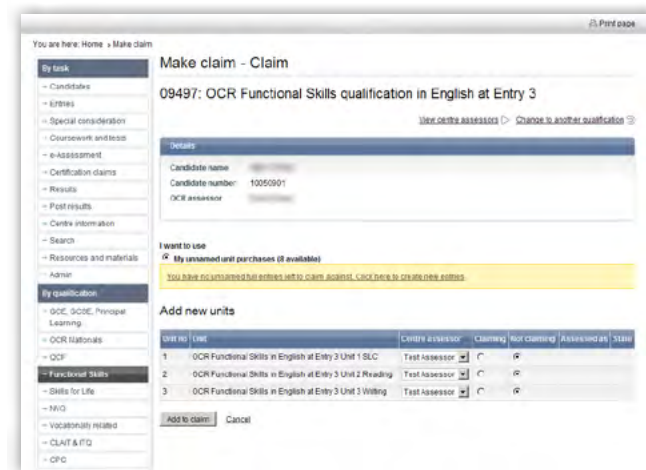
Removing a candidate from the claim

If you'd like to remove a candidate from the claim, find the claim and then click on 'Edit'. Next, click on the candidate's name to open the claim for that candidate. Click on the radio button in the 'Not claiming' column for **all units** and click on 'Save claim' (or 'Add to claim' if you have made unnamed entries).

Removing a candidate from the claim (named entries)



Removing a candidate from the claim (unnamed entries)

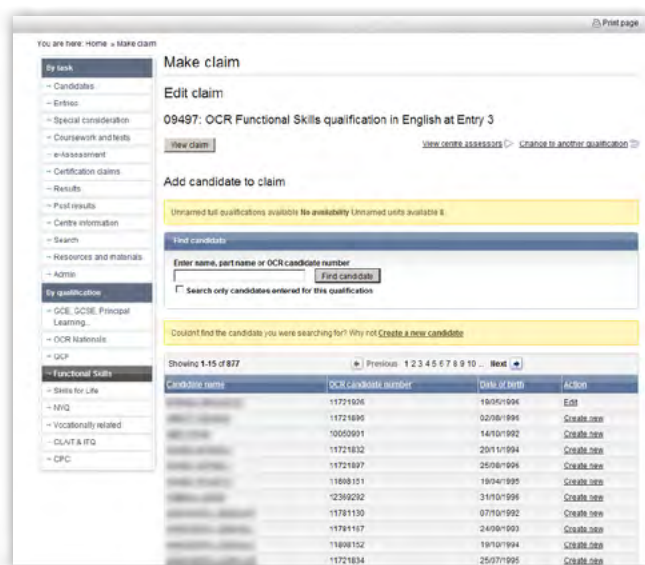


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Submitting a claim

When you have included all the relevant candidate achievements, you can submit a claim from the 'View claim' option on the claim.

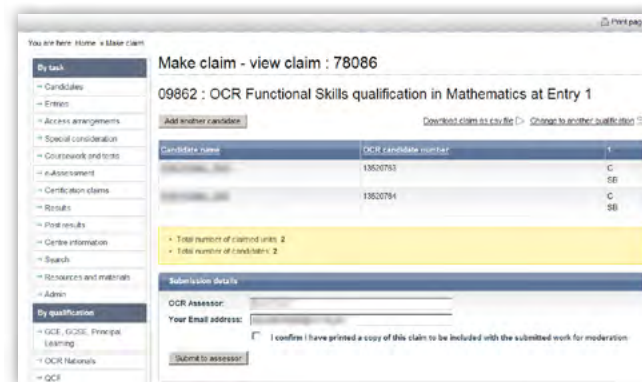
Click 'View claim'



It is good practice to enter the data for each qualification, save the claim (without submitting) and then print it so that it can be **checked and amended** before submitting. Before you submit the claim, you can also export it as a CSV file for your records.

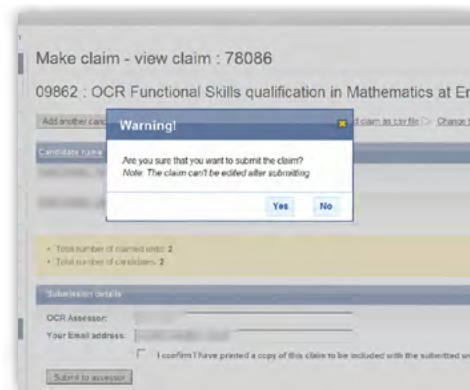
Please also check that the **email address** shown for you is correct. You can edit it here but it will not change your Interchange profile. If your address has permanently changed, ask your Centre Administrator to update your profile.

Check claim details



You will also see a declaration and tick box on this page. This requires you to confirm that you have printed a copy of the claim to be included with the work submitted for moderation. If you do not tick this box, an error message will appear and you will not be allowed to submit the claim. Print the claim by clicking on the 'Print page' link on the right-hand side of the page before ticking the declaration box and clicking on 'Submit to assessor'.

Declaration



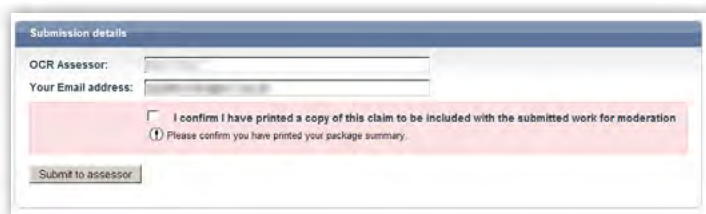
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When you click on 'Submit to assessor', a warning message will appear, prompting you to confirm that you want to submit the claim. Only click 'yes' if you are ready to submit the claim as, after this point, you will not be able to edit it.

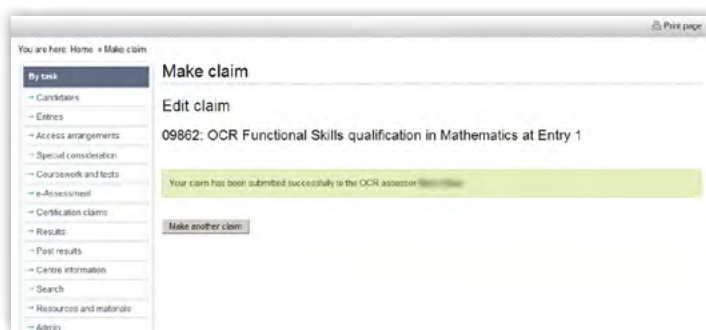
Note: It is important that you check your claim carefully before you submit, as you will not be able to amend any of the contents once it has been submitted.

Submit claim (warning screen)



When you click to submit the claim, you will see a message to confirm your claim has gone to the allocated OCR examiner-moderator. The OCR examiner-moderator will then receive an email to let them know that claims have been made.

Confirmation



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Submitting candidate work following an online claim

Within 24 hours of submitting your claim online, you need to send all of the candidate work to your examiner-moderator.

When sending your candidate work, you also need to submit the following:

- **Assessment record form and assessment front sheet** – These can be downloaded from the qualification pages of the OCR website; one per candidate should be completed.
- For Levels 1 and 2 English SLC, **observation records**, which can be downloaded from the OCR website, must be completed as well as an assessment record form and assessment front sheet for each candidate.
- Centre authentication form (**CCS160**) – These can be downloaded from the OCR website; one per submission per qualification should be completed.

Please see the [OCR Admin Guide: Functional Skills](#) for more information on how to submit candidate work following an online claim.

Note: Please make sure that work for each claim is packaged separately; do not submit work for more than one claim in the same package.

Note: We are unable to return candidate work to centres, so you may wish to take a copy before submitting evidence.

Note: We recommend that centres use a secure form of delivery, e.g. Parcelforce, to send the candidate work to their allocated examiner-moderator. We cannot take responsibility for any work lost in transit.

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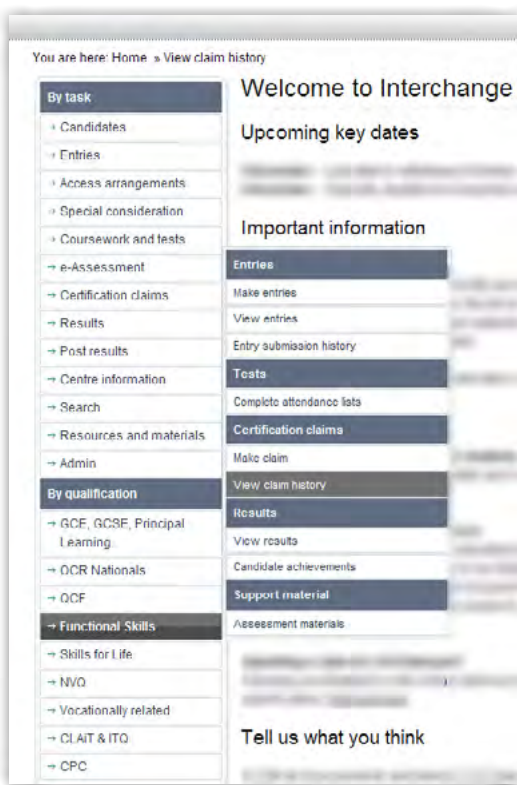
Checking the progress of a claim

You can see the claim you are making at each stage of the process as well as after certification.

To view the claim status, hover over 'Functional Skills' in the left-hand menu and then click on 'View claim history'.

Note: Your most recent claim should be at the top of the list. You can also filter by qualification and order your list of claims by clicking on the column headings.

View claim history



Note: The **claim number** is generated when you submit the claim. The **reference** is generated once the OCR assessor has submitted the claim to OCR.

Note: You can check the whole claim or export the claim for your own records.

The claim will stay available on Interchange for 12 months.

At each stage of the process, the claim will show a different status:

Status	Comments
Submitted	The claim has been submitted to your examiner-moderator. It can no longer be edited.
Finalised	The claim has been revised/confirmed by the examiner-moderator. This will only appear for a short time.
Processed	The claim has been sent to OCR and results should appear on Interchange in approximately 48 hours.
Withdrawn	The OCR assessor has withdrawn the whole claim.

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Feedback reports

Once moderation is complete, the examiner-moderator will produce a centre feedback report for each batch of work submitted. This form is a multi-purpose document which is used to:

- Record the examiner-moderator's adjustments to the centre's assessment or administration
- Provide feedback to the centre on possible issues with the centre's assessment or administration.

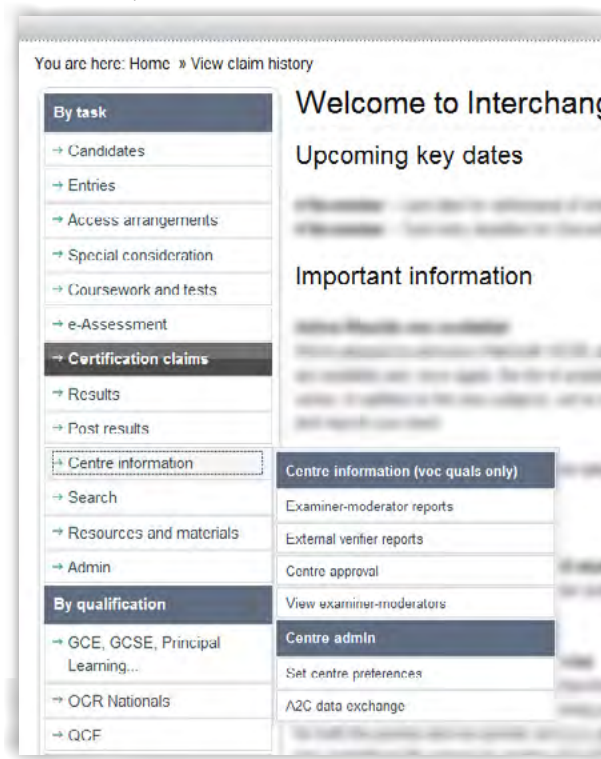
To view the report, log in to Interchange, hover over 'Centre information' and then click on 'Examiner-moderator reports'.

Note: If you have made a number of small claims, only one report may be produced.

If you can't see the report...

- Check that you have submitted the claim (you can check the status by hovering over 'Certification claims' in the left-hand menu and clicking on 'View claim history').
- Check that you have sent everything you need to the OCR examiner-moderator.
- If the status is 'Submitted' and it's less than 35 days since you submitted the claim, the work is probably still with the moderator. If it's more than 35 days since submission and we haven't contacted you yet, contact the Operations Key Skills Team on 02476 496555 or at keyskillsopsteam@ocr.org.uk, quoting your centre number, scheme code and claim number.
- If the OCR examiner-moderator has withdrawn the whole claim (rather than just individual candidates), OCR will send you the report directly (not via Interchange).

Select 'Centre information' from the left-hand menu to view feedback reports



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Further support

OCR Customer Contact Centre

02476 851509

vocational.qualifications@ocr.org.uk

Please quote your centre number, entry code and claim number in all communications.