Team Leading and Management Qualifications
Contacting OCR

OCR strives to provide clear support for the Management and Team Leading qualifications. Any material currently available for centres can be downloaded from the qualification pages of the OCR website http://www.ocr.org.uk/qualifications/type/qcf/mtl/

Below is a list of the various teams within OCR that support centres and their primary functions. Their email address is provided, alternatively you can call the OCR **Customer Contact Centre on 024 76 851 509** and ask to speak to the relevant department.

General Enquiries vocational.qualifications@ocr.org.uk

Quality Assurance Processes Team ocrqapt@ocr.org.uk
- Approval to deliver the qualifications
- Extra External Verifier (EV) visit(s)
- Queries with a submitted EV or centre approval report
- Queries regarding an EV eg. Conflict of interest, need to rearrange a visit
- Direct Claims Status (DCS)

NVQ Team keyskillsops@ocr.org.uk
- Certification issues
- Claimed incorrect unit
- Candidate entered on wrong qualification/scheme code

Qualifications Manager Business.I@ocr.org.uk
- Content of the qualifications
- Future plans and development with the qualifications
- Feedback regarding the qualifications
- Assessment requirements
- Concerns about the qualifications
- Escalation of an existing issue regarding the qualifications
- Complaints*

*Complaints should be in writing to the Qualifications Manager, either to the email address above or to

The Qualifications Manager, Team Leading and Management
Skills and Employment
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Our targets regarding complaints are to:

- Acknowledge your complaint within five working days of receipt.

- Address your complaint in full within 10 working days of receipt where possible, or advise you that we are conducting further investigations and will respond as soon as we are able to.

CAST Team

http://www.ocr.org.uk/examsofficers/support_team/index.aspx

- Issues with Interchange (eg adding a new user)

- Administrative training and support for exams officers

Regional Account Managers (RAMS)

http://www.ocr.org.uk/contactus/ram/

- Centre Support visits

- Advisory visits