## GCE

## Chemistry A

H432/02: Synthesis and analytical techniques

Advanced GCE

Mark Scheme for November 2020

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 mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.
© OCR 2020

## 1. Annotations available in RM Assessor

| Annotation | Meaning |
| :--- | :--- |
| S | Correct response |
| A | Incorrect response |
| BOD | Omission mark |
| CON | Benefit of doubt given |
| RE | Contradiction |
| SF | Rounding error |
| ECF | Error in number of significant figures |
| L1 | Error carried forward |
| L2 | Level 1 |
| L3 | Level 2 |
| NBOD | Level 3 |
| SEEN | Benefit of doubt not given |
| I | Noted but no credit given |

2. Abbreviations, annotations and conventions used in the detailed Mark Scheme (to include abbreviations and subject-specific conventions).

| Annotation | Meaning |
| :---: | :--- |
| DO NOT ALLOW | Answers which are not worthy of credit |
| IGNORE | Statements which are irrelevant |
| ALLOW | Answers that can be accepted |
| () | Words which are not essential to gain credit |
| - | Underlined words must be present in answer to score a mark |
| ECF | Error carried forward |
| AW | Alternative wording |
| ORA | Or reverse argument |

## 1. Subject-specific Marking Instructions

## INTRODUCTION

Your first task as an Examiner is to become thoroughly familiar with the material on which the examination depends. This material includes:

- the specification, especially the assessment objectives
- the question paper
- the mark scheme.

You should ensure that you have copies of these materials.
You should ensure also that you are familiar with the administrative procedures related to the marking process. These are set out in the OCR booklet Instructions for Examiners. If you are examining for the first time, please read carefully Appendix 5 Introduction to Script Marking: Notes for New Examiners.

Please ask for help or guidance whenever you need it. Your first point of contact is your Team Leader.

## SECTION A

| Question | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :---: | :---: | :---: |
| 1 | A | 1 | 1.2 |  |
| 2 | B | 1 | 1.1 |  |
| 3 | A | 1 | 1.1 |  |
| 4 | C | 1 | 2.3 |  |
| 5 | D | 1 | 1.2 |  |
| 6 | D | 1 | 2.1 |  |
| 7 | A | 1 | 1.1 |  |
| 8 | C | 1 | 2.2 |  |
| 9 | D | 1 | 1.2 |  |
| 10 | C | 1 | 2.5 | ALLOW 5 |
| 11 | A | 1 | 2.6 |  |
| 13 | A | 1 | 2.2 |  |
| 14 | A | 1 | 1.1 |  |
| 15 | B | 1 | 2.3 |  |

## SECTION B

| Question |  |  | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 16 | (a) | (i) | 2-bromo-3,3-dimethylbutane $\checkmark$ | 1 | 1.2 | IGNORE lack of hyphens or addition of commas <br> ALLOW 3,3-dimethyl-2-bromobutane <br> DO NOT ALLOW <br> 2-bromo-3-dimethylbutane <br> methy for methyl <br> methly for methyl <br> brom for bromo |
|  | (b) | (i) | Stereoisomers <br> Same structural formula <br> AND <br> Different arrangement (of atoms) in space OR different spatial arrangement (of atoms) <br> AND <br> Type: Optical $\checkmark$ | 1 | 1.2 | ALLOW structure/displayed/skeletal formula <br> DO NOT ALLOW same empirical formula <br> OR same general formula <br> IGNORE same molecular formula IGNORE references to chiral molecules/compounds |
|  |  | (ii) | One 3D structure with correct groups attached to the chiral C $\checkmark$ <br> Two 3D structures of $\left(\mathrm{CH}_{3}\right)_{3} \mathrm{CCHBrCH} 3$ that are mirror images AND correct connectivity in both $\checkmark$ | 2 | $\begin{aligned} & 2.5 \\ & 1.2 \end{aligned}$ | ALLOW small slip in one of the groups OR use of $\mathrm{C}_{4} \mathrm{H}_{9}$ <br> 3D structures must have four central bonds with at least two wedges. <br> For bond into paper accept: <br> ALLOW two 3D structures with 2 groups swapped e.g. |



| Quest | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: |
| (d) | further substitution/s <br> OR <br> produces different termination products <br> OR <br> More than one termination step <br> OR <br> Mixture of products are formed $\checkmark$ <br> substitution at different positions along chain $\checkmark$ | 2 | $1.1 \times 2$ | ALLOW dibromo/multibromo compounds formed OR an example of a further substitution product OR an example of a different termination product ALLOW more than one hydrogen (atom) can be replaced <br> ALLOW radicals react with each other to form other products <br> IGNORE references to separation of products IGNORE references to atom economy or yield <br> ALLOW a hydrogen (atom) on a different carbon (atom) can be replaced |


| Question |  |  | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 17 | (a) | (i) |  | 2 | $2.5 \times 2$ |  |
|  |  | (ii) | Reactivity of B <br> in B electrons are localised OR <br> in $\mathrm{B} \pi$-bond is localised $\checkmark$ <br> Reactivity of C <br> in C electrons are delocalised OR <br> In C $\pi$-system / ring is delocalised <br> In B, electron density is higher <br> AND <br> B is more susceptible to electrophilic attack OR <br> B attracts/accepts the electrophile/ $\mathrm{Cl}_{2}$ more OR <br> B polarises the electrophile/ $\mathrm{Cl}_{2}$ more ORA | 3 | $1.1 \times 3$ | ALLOW labelled diagram to show delocalised system <br> IGNORE charge density IGNORE electronegativity <br> IGNORE $B$ is more reactive/reacts more readily (no reference to electrophile) <br> IGNORE references to electron density spread around the $\pi$-ring <br> ALLOW chlorine |



| Question |  | Answer |  |  | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  | IGNORE partial charges on the chlorine in the intermediate <br> DO NOT ALLOW mark for intermediate if any $\mathrm{CH}_{3}$ is missing <br> Curly arrow must start from, OR be traced back to, any part of C-H bond and go inside the 'hexagon' <br> ALLOW use of $\mathrm{AlCl}_{4}{ }^{-}$in the mechanism <br> ALLOW ECF for regeneration of an incorrect metal chloride catalyst e.g. $\mathrm{AgCl}_{3}$ |
| (b) |  | $3 \mathrm{C}_{3} \mathrm{H}_{6} \mathrm{O} \rightarrow \mathrm{C}_{9} \mathrm{H}_{12}+3 \mathrm{H}_{2}$ <br> molecular formulae $\mathrm{H}_{2} \mathrm{O}$ as by-product correct balanced equ | ${ }_{3} \mathrm{H}_{6} \mathrm{O} \text { AND } \mathrm{C}_{9} \vdash$ |  | 3 | $\begin{aligned} & 2.6 \\ & 2.5 \\ & 2.6 \end{aligned}$ |  |
| (c) | (i) | Number of peaks | $\frac{\text { Compound C }}{3 \checkmark}$ | $\frac{\text { Compound D }}{8 \checkmark}$ | 2 | 3.2 |  |


| Question | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: |
| (ii) |  | 5 | $3.2 \times 5$ | ALLOW any combination of skeletal OR structural OR displayed formula as long as unambiguous <br> IGNORE names for organic intermediates (question asks for structures <br> ALLOW names of reagents and catalyst <br> Around top arrow, ALLOW 1 of 2 marks if $\mathrm{HNO}_{3}$ and $\mathrm{H}_{2} \mathrm{SO}_{4}$ swapped. i.e. <br> IGNORE references to concentration <br> ALLOW $\left(\mathrm{CH}_{3} \mathrm{CO}\right)_{2} \mathrm{O}$ for left arrow <br> IGNORE $\mathrm{CH}_{3} \mathrm{COOH}$ <br> IGNORE acyl chloride <br> DO NOT ALLOW $\mathrm{AlCl}_{3} / \mathrm{FeCl}_{3} / \mathrm{Fe} 4$ |


| Question |  |  | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 18 | (a) | (i) | Reagents <br> $\mathrm{K}_{2} \mathrm{Cr}_{2} \mathrm{O}_{7}$ AND acid <br> AND reflux $\checkmark$ <br> Equation $\mathrm{HO}\left(\mathrm{CH}_{2}\right)_{4} \mathrm{OH}+4[\mathrm{O}] \rightarrow \mathrm{HOOC}\left(\mathrm{CH}_{2}\right)_{2} \mathrm{COOH}+2 \mathrm{H}_{2} \mathrm{O}$ <br> [O] AND $\mathrm{H}_{2} \mathrm{O} \checkmark$ <br> Correctly balanced equation $\checkmark$ | 3 | 1.1 <br> 2.5 <br> 2.6 | ALLOW $\mathrm{Na}_{2} \mathrm{Cr}_{2} \mathrm{O}_{7} \mathrm{OR} \mathrm{Cr}_{2} \mathrm{O}_{7}{ }^{2-}$ ALLOW $\mathrm{H}_{2} \mathrm{SO}_{4}$ OR HCl OR H ${ }^{+}$ ALLOW words. e.g. 'acidified dichromate’ ALLOW a small slip in formula for dichromate e.g $\mathrm{KCr}_{2} \mathrm{O}_{7}$, |
|  |  | (ii) |  <br> OR <br> Diagram showing correct dipole charges on each end of one hydrogen bond between a water molecule and a diacid $\checkmark$ <br> Hydrogen bond between one lone pair on O atom in one of the molecules and the H atom of another <br> AND <br> Hydrogen bonding stated or labelled on diagram | 2 | $2.1 \times 2$ | ALLOW any combination of skeletal OR structural OR displayed formula as long as unambiguous <br> DO NOT ALLOW $\delta+$ on H atoms of $\mathrm{CH}_{2}$ group <br> ALLOW H-bond for hydrogen bond <br> ALLOW H bond between $\mathrm{C}=\mathrm{O}$ and $\mathrm{H}_{2} \mathrm{O}$, i.e. <br> IF diagram is not labelled, ALLOW hydrogen bond/H bond from text |


| Question |  | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: |
| (b) | (i) |  <br> Ester link (must be displayed) $\checkmark$ <br> Rest of structure $\checkmark$ | 2 | $\begin{aligned} & 1.2 \\ & 2.5 \end{aligned}$ | ALLOW the ' O ' or $\mathrm{C}=\mathrm{O}$ at either end, e.g. <br> IGNORE brackets <br> IGNORE $n$ <br> End bonds' MUST be shown (solid or dotted) <br> DO NOT ALLOW more than one repeat unit |
|  | (ii) | the ester/ ester bond/ ester group /polyester can be broken down <br> OR <br> It can be hydrolysed | 1 | 3.2 | IGNORE references to photodegradable <br> 'Bond breaks' is not sufficient - no reference to ester bond |
|  | (iii) | $\mathrm{SOCl}_{2}$ in equation $\checkmark$ <br> Structure of diacyl dichloride <br> Complete balanced equation $\checkmark$ | 3 | $\begin{aligned} & 1.1 \\ & 1.2 \\ & 2.6 \end{aligned}$ | ALLOW alternative approach using $\mathrm{PCl}_{5}$ or $\mathrm{PCl}_{3}$ |




| Question | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :---: | :---: | :---: |
| (ii) | Heterolytic <br> One (bonded) atom/O receives both/2 electrons $\checkmark$ <br> Fission <br> Breaking of a covalent bond $\checkmark$ | 2 | 1.2 | ALLOW 2 electrons go to one (bonded) atom/O <br> DO NOT ALLOW both pairs of electrons go to O <br> IGNORE formation of ions/radicals <br> For O atom, <br> ALLOW species <br> DO NOT ALLOW element or molecule <br> ALLOW $\pi$ bond in $\mathrm{C}=\mathrm{O}$ breaks <br> IGNORE breaking of $\mathrm{C}=\mathrm{O}$ bond (no reference to only one bond breaking) <br> 'Bond breaking' is not sufficient (no reference to covalent) |


|  | uestion | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 20 | (a)* | Refer to marking instructions on page 4 of mark scheme for guidance on marking this question. <br> Level 3 (5-6 marks) <br> A correct calculation of the mass of cyclopentanol AND <br> A detailed description of most purification steps <br> There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated. <br> Level 2 (3-4 marks) <br> Calculates the mass of cyclopentanol with some errors AND <br> A detailed description of some purification steps OR <br> A correct calculation of the mass of cyclopentanol AND <br> A detailed description of a few purification steps <br> There is a line of reasoning presented with some structure. The information presented is relevant and supported by some evidence. <br> Level 1 (1-2 marks) <br> Calculates the mass of cyclopentanol with some errors OR <br> A detailed description of some purification steps <br> There is an attempt at a logical structure with a line of reasoning. The information is in the most part relevant. <br> 0 marks No response or no response worthy of credit. | 6 | $\begin{aligned} & 2.8 \times 2 \\ & 3.3 \times 4 \end{aligned}$ | Indicative scientific points may include: <br> Calculation of mass of cyclopentanol <br> Using moles <br> - $n($ cyclopentene $)=\frac{4.00}{68}=0.0588 \ldots$ (mol) <br> - $n($ cyclopentanol $)=0.0588 \times \frac{100}{64}=0.0919 \ldots(\mathrm{~mol})$ <br> - Mass of cyclopentanol $=86 \times 0.0919=7.90 \mathrm{~g}$ <br> Using mass <br> - Theoretical mass cyclopentene $=4.00 \times \frac{100}{64}=6.25 \mathrm{~g}$ <br> - Theoretical $n$ (cyclopentanol) $=\frac{6.25}{68}=0.0919(\mathrm{~mol})$ <br> - Mass of cyclopentanol $=86 \times 0.0919=7.90 \mathrm{~g}$ <br> ALLOW for small slip in Mr / rounding errors <br> Examples of some calculation errors Incorrect inverse ratio: <br> - $0.0588 \times \frac{64}{100}=0.0376 \ldots$ (mol) <br> - Mass $=86 \times 0.0376=3.24 \mathrm{~g}$ <br> Ignoring \% yield gives: <br> - $\frac{4.00}{68}=0.0588 \ldots(\mathrm{~mol})$ <br> - Mass $=86 \times 0.0588=5.06 \mathrm{~g}$ <br> Purification <br> - Add a neutralising agent by formula or name e.g. $\mathrm{Na}_{2} \mathrm{CO}_{3}$ <br> - In separating funnel, organic layer is on top <br> - Drying with an anhydrous salt by formula or name, e.g. $\mathrm{MgSO}_{4}, \mathrm{Na}_{2} \mathrm{SO}_{4}, \mathrm{CaCl}_{2}$ <br> - Redistil at approx. $44^{\circ} \mathrm{C}$ <br> Examples of detail in bold (NOT INCLUSIVE) |


| Question |  | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :--- | :---: | :---: | :---: |
| (b) | $\mathrm{C}=$ C/alkene peak in region $1620-1680 \mathrm{~cm}^{-1} \checkmark$ <br> $\mathrm{O}-\mathrm{H} /$ alcohol peak in region $3200-3600 \mathrm{~cm}^{-1} \checkmark$ | $\mathbf{2}$ | $\mathbf{3 . 2 \times 2}$ | LOOK ON THE SPECTRUM for labelled peaks <br> which can be given credit <br> IGNORE references to C-O at $1000 \mathrm{~cm}^{-1}$ |  |



| Question |  | Answer | Marks | AO <br> element | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: |
| (b) | (i) | Ester <br> Amide <br> Amine <br> Carboxylic acid <br> 4 groups correct $\checkmark \checkmark \checkmark$ <br> 3 groups correct $\checkmark \checkmark$ <br> 2 groups correct $\checkmark$ | 3 | $1.2 \times 3$ | IGNORE amino acid <br> ALLOW carboxyl <br> IGNORE attempt to classify amide, e.g. secondary IGNORE formulae (question asks for names) <br> IF > 4 functional groups are shown, <br> - Count 4 groups max but incorrect groups first <br> IGNORE aryl OR alkyl group <br> e.g. benzene, phenyl, aryl, arene, methyl |
|  | (ii) | $\mathrm{H}_{3} \mathrm{C}-\mathrm{OH}_{\checkmark}$ <br> Amino Acids 3 marks <br> OR <br> Both amino acids shown with $\mathrm{NH}_{3}{ }^{+} \checkmark$ | 4 | $2.5 \times 4$ | ALLOW any combination of skeletal OR structural OR displayed formula as long as unambiguous <br> ALLOW + charge on H of $\mathrm{NH}_{3}$ group, i.e. $\mathrm{NH}_{3}{ }^{+}$ <br> If BOTH amino acids are shown with $\mathrm{NH}_{3}$ groups (without the + charge) OR as $\mathrm{NH}_{2}{ }^{+}$groups, award 2 of the 3 marks for the amino acids <br> If BOTH amino acids are shown as correctly balanced salts, e.g $\mathrm{NH}_{3} \mathrm{Cl}$, all marks can be awarded. |


| Question | Answer | Marks | AO element | Guidance |
| :---: | :---: | :---: | :---: | :---: |
| (iii) | FIRST CHECK ANSWER ON THE ANSWER LINE If answer = 22.4 OR 22 OR 23 award 3 marks $n($ aspartame $)$ in 1 can $=0.167 / 294=5.68 \times 10^{-4}(\mathrm{~mol}) \checkmark$ $n$ (aspartame) limit per day $=1.7 \times 10^{-4} \times 75=0.01275$ (mol) $\checkmark$ <br> number of cans $=0.01275 / 5.68 \times 10^{-4}=22.4 \checkmark$ | 3 | $2.2 \times 3$ | If there is an alternative answer, apply ECF and look for alternative methods $\begin{aligned} & \text { Alternative methods } \\ & \mathrm{n}(\text { aspartame }) \text { in } 1 \mathrm{can}=0.167 / 294 \\ & =5.68 \times 10^{-4}(\mathrm{~mol}) \checkmark \\ & \mathrm{n}(\text { aspartame }) \text { per } \mathrm{kg}=5.68 \times 10^{-4} / 75 \\ & =7.57 \times 10^{-6}(\mathrm{~mol}) \checkmark \\ & \text { number of cans }=1.7 \times 10^{-4} / 7.57 \times 10^{-6} \\ & =22.4 \checkmark \end{aligned}$ <br> OR $n \text { (aspartame) limit per day }=1.7 \times 10^{-4} \times 75$ $=0.01275(\mathrm{~mol})$ <br> mass(aspartame) limit per day $=0.01275 \times 294$ $=3.7485(\mathrm{~g}) \checkmark$ <br> number of cans $=3.7485 / 0.167$ $=22.4 \checkmark$ |


| Question |  | Answer | Marks | AO | Guidance |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 22 | (a) | $\mathrm{CDCl}_{3}$ used as a solvent $\checkmark$ <br> $\mathrm{D}_{2} \mathrm{O}$ used to identify OH OR NH protons $\checkmark$ | 2 | $1.1 \times 2$ | Example and use required for each mark <br> ALLOW for 1 mark, $\mathrm{D}_{2} \mathrm{O}$ as a solvent |
|  | (b)* | Please refer to the marking instructions on page 4 of this mark scheme for guidance on how to mark this question. <br> Level 3 (5-6 marks) <br> Structure $\mathbf{I}$ has a viable chemical structure of $\mathrm{C}_{6} \mathrm{H}_{9} \mathrm{NO}_{2}$ which has the key features consistent with spectral data <br> AND <br> Most of the data analysed <br> There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated. <br> Level 2 (3-4 marks) <br> Compound $\mathbf{I}$ has a viable chemical structure of $\mathrm{C}_{6} \mathrm{H}_{9} \mathrm{NO}_{2}$ with most of the key features consistent with spectral data <br> AND <br> Some of the spectral data analysed. <br> There is a line of reasoning presented with some structure. The information presented is relevant and supported by some evidence. <br> Level 1 (1-2 marks) <br> Correct determination of empirical formula and/or molecular formula. <br> OR <br> Analyses some of the IR and NMR data. <br> OR <br> Analyses most of the NMR data. | 6 | $\begin{aligned} & 3.1 \times 4 \\ & 3.2 \times 2 \end{aligned}$ | Indicative scientific points: Empirical and Molecular Formulae <br> - Empirical formula $=\mathrm{C}_{6} \mathrm{H}_{9} \mathrm{NO}_{2}$ <br> - $m / z=127.0$ and empirical formula mass (127) used to determine molecular formula as $\mathrm{C}_{6} \mathrm{H}_{9} \mathrm{NO}_{2}$ <br> Structures of compound I <br> OR <br> OR <br> ALLOW any combination of skeletal OR structural OR displayed formula as long as unambiguous |


| Question | Answer | Marks | $\begin{gathered} \text { AO } \\ \text { element } \end{gathered}$ | Guidance |
| :---: | :---: | :---: | :---: | :---: |
|  | There is an attempt at a logical structure with a line of reasoning. The information is in the most part relevant. <br> 0 marks No response or no response worthy of credit. |  |  | Key features <br> - $\mathrm{C} \equiv \mathrm{N}$ <br> - $\mathrm{C}=\mathrm{O}$ in aldehyde, ketone, ester, amide, acid anhydride <br> - $\mathrm{CH}_{3}$ group that would give a doublet <br> - $\mathrm{CH}_{3}$ group that would give a triplet <br> - $\mathrm{CH}_{2}$ group that would give a quartet <br> ${ }^{1} \mathrm{H}$ NMR and IR analysis <br> ${ }^{1} \mathrm{H}$ NMR spectrum <br> - $\delta=4.2 \mathrm{ppm}$, quartet, $2 \mathrm{H} \quad \mathrm{CH}_{3}-$ $\mathbf{C H}_{2}-\mathrm{O}$ <br> - $\delta=2.9 \mathrm{ppm}$, quartet, $1 \mathrm{H} \quad \mathrm{CO}-\mathrm{CH}_{-}$ $\mathrm{CH}_{3}$ <br> - $\delta=1.7 \mathrm{ppm}$, doublet, 3 H CO- $\mathrm{CH}-$ $\mathrm{CH}_{3}$ <br> - $\delta=1.3 \mathrm{ppm}$, triplet, $3 \mathrm{H}_{\mathbf{C H}}^{3}-\mathrm{CH}_{2}$ <br> IR spectrum <br> - peak at $1750\left(\mathrm{~cm}^{-1}\right)$ is $\mathrm{C}=\mathrm{O}$ <br> - peak at $2280\left(\mathrm{~cm}^{-1}\right)$ is $\mathrm{C} \equiv \mathrm{N}$ ALLOW ranges from Data Sheet IGNORE references to C-O peaks |

OCR (Oxford Cambridge and RSA Examinations)<br>The Triangle Building<br>Shaftesbury Road<br>Cambridge<br>CB2 8EA<br>OCR Customer Contact Centre<br>Education and Learning<br>Telephone: 01223553998<br>Facsimile: 01223552627<br>Email: general.qualifications@ocr.org.uk<br>www.ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored

