



Contact Centre Operations

Contact Centre Operations Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
	●			 Apprenticeships	

Overview

Contact Centres have been one of the success stories of the UK economy over the last ten years. However, to continue to compete staff need to be skilled.

Who would benefit from this qualification?

This qualification is appropriate for any one working in an inbound or outbound call centre environment. It is also applicable to those that make and receive calls regularly as part of their role such as help/support desk staff.

Course Content

This course is designed to provide contact centre employees with skills required to work effectively in a call centre. Areas of study include:

- Developing personal and organisational effectiveness
- Health and Safety in ICT and contact centre
- Customer care
- Interpersonal and written communication
- Remote support for products or services
- Contact centre systems and technology
- Direct selling and customer acquisition in contact centres

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

