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# BTEC Career Path for Contact Centres

**BTEC Career Path** for contact centres is an exciting range of online, work-based learning programmes, designed to meet the specific needs of employees and businesses in the contact centre sector.

Certificated by Edexcel, the UK's largest awarding body, stages are mapped to the National Qualifications Framework (NQF) and the National Occupational standards championed by the Sector Skills Council, e-skills UK.

## Benefits to employers and staff

- Targeted training where needed – at four levels, from foundation to manager
- Cost-effective online learning and assessment
- All modules are specially designed for the contact centre
- Improved skills and customer service standards
- Formal recognition of skills and CPD for staff

## Stage 1 Foundation

### Level 1 BTEC Award – Introduction to Contact Centres

- Introduction to the contact centre industry
- Contact centre technology
- Responsibilities for data protection
- Basic health and safety
- Active listening and identifying customer needs
- Communication through positive questioning
- Basic customer service skills
- Effective written communication

*'Headstart' reading module*  
*Two x full day workshops*

## Stage 2 Agent

### Level 2 BTEC Award – Contact Centre Skills

- First steps
- The contact centre and you
- About regulations
- Successful call handling
- Balancing your customers and your organisation
- Finding out your customers' needs
- If things get tricky
- Putting it in writing
- Putting yourself in the customers' shoes
- Winning teamwork

*Ten online modules*  
*Four x half day workshops*

## Stage 3 Team Leader

### Level 3 BTEC Award – Contact Centre Supervisory Skills

- Leadership
- Coaching
- Team building
- Communication
- Planning and organisation
- Managing change
- Managing people
- Performance management
- Contact centre technology
- Regulations

*Ten online modules*  
*Four x one day workshops*

## Stage 4 Manager

### BTEC Career Path Certificate for Managers

- Customer relationships
- Managing people
- Business performance
- Organisation and facilities
- Service delivery
- Trends in the contact centre industry

*Six online modules*  
*Six x half-day workshops*  
*Written assignments*  
*Final presentation*

*BTEC Career Path provides a clearly defined path for professional development within the contact centre. Each stage is independent, forming a coherent development route.*

*All stages are supported through online learning and optional facilitated workshops. Online learning modules and workshops may be customised to meet specific company requirements and dovetail with existing programmes.*

## Best Practice Training & Development Ltd

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**Edexcel**  
Success through qualifications