

Advanced Apprenticeship for Contact Centre Professionals

This is the nationally recognised learning framework for experienced and ambitious 16, 17 and 18 olds working in a call centre or contact centre.

The programme develops and recognises a broad range of customer contact, communication and leadership skills – providing a foundation for personal development and career progression.

Learners complete a ‘framework’ of individual qualifications in order to achieve their Apprenticeship.

- Programme duration: 40–52 weeks
- Skills are assessed in the workplace through observation, personal statements, workplace documentation, work-based assignment and a short online multiple choice test
- Apprentices are supported with a modular elearning programme and in-company workshops

Required outcomes	Duration
Contact Centre Professionals NVQ Level 3	Week 1–30
Key Skills in Communication Level 2*	Week 1–30
Key Skills in Application of Number Level 2*	Week 1–30
Award in Contact Centre Supervisory Skills	Week 1–52

Learners must complete all required outcomes in order to complete the Apprenticeship.

**Learners who have achieved GCSE grades A* to C in English and/or Maths are exempt from the Key Skills qualifications.*

Highlights

- Develops essential workplace skills
- Structured onsite induction session for all learners
- Full support materials provided
- Assessed in the workplace by experienced assessors
- 90–120 minutes per week study & preparation time
- Must have employed status – at least 30 hours per week
- Full funding available through the Learning and Skills Council

Progression

Exceptional learners may progress to an appropriate Level 4 qualification on successful completion of the programme.