

Apprenticeship in Contact Centre Operations

This is the nationally recognised learning framework for call centre and contact centre agents.

The programme develops and recognises a broad range of customer contact and communication 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: 14–16 weeks
- Skills are assessed in the workplace through observation, personal statements, workplace documentation and short online multiple choice tests
- Apprentices are supported with a range of flexible learning resources and in-company workshops

Required outcomes	Duration
Level 2 NVQ Certificate in Contact Centre Operations	Week 1–16
Key Skills in Communication Level 1*	Week 1–12
Key Skills in Application of Number Level 1*	Week 1–12
Level 2 Certificate in Contact Centre Operations	Week 1–12

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
- Funding available through the Skills Funding Agency – *subject to individual eligibility*

Progression

Successful learners may progress to an Advanced Apprenticeship on completion of the programme.