



bestpractice.uk.com

BTEC Career Path for Contact Centres

Stage 1 Foundation

- 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
Online test

Stage 2 Agent

- 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
Online test

Stage 3 Team Leader

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

Nine online modules
Four x one day workshops
Online test

Stage 4 Manager

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

Six online modules
Six x one day workshops
Written assignment

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 facilitated workshops.

Online learning modules and workshops may be customised to meet specific company requirements and dovetail with existing programmes.

Workshops are practical and interactive – making use of discussion and practical exercises wherever possible.

**Best Practice
Training & Development Ltd**

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com

Edexcel
Success through qualifications