

BTEC Advanced Certificate / Diploma in Contact Centre Leadership

The Advanced Certificate and Diploma are flexible, work-based qualifications for new and experienced contact centre team leaders. These qualifications develop skills and provide a professional development path for contact centre team leaders in all industry sectors.

- Course duration: 6 – 9 months
- Assessed through: observation, discussion, workplace documentation and personal statement
- Supported through e.learning and in-company workshops
- Advanced Certificate candidates must complete *six* units, including a minimum of *two* units from Group B and a minimum of *two* units from Group C.
- Advanced Diploma candidates must complete *eight* units, including a minimum of *three* units from Group B and a minimum of *three* units from Group C.

Core unit	
A1	Develop personal and organisational effectiveness
Group B	
B1	Customer care
B2	Interpersonal and written communication
B3	Remote support for products or services
B4	Direct selling and customer acquisition in Contact Centres
B5	Enable individual learning through coaching
B6	Support and advise individual learners
B7	Performance management
B8	Staff resource planning for Contact Centres
Group C	
C1	Organise, deliver and maintain reliable customer service
C2	Work with others to improve customer service
C3	Monitor and solve customer service problems
C4	Organise and promote products and services to customers

Highlights

- Internationally recognised BTEC certification
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

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