

# Diploma in Contact Centre Leadership

The Diploma in Contact Centre Leadership is a flexible work-based qualification for experienced contact centre team leaders. It encourages exceptional performance and provides valuable professional recognition and career progression.

It is based on recognised Level 3 occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 6 – 9 months
- Assessed through discussion, testimony, workplace evidence and personal statements
- Supported by e.learning and optional in-company workshops

To achieve the qualification, candidates complete a total of *eight* units, including at least *three* units from Group B and at least *three* units from Group C.

BTEC

<b>Mandatory unit</b>
■ Develop personal and organisational effectiveness
<b>Optional units – Group B</b>
■ Customer care
■ Interpersonal and written communication
■ Remote support for products or services
■ Direct selling and customer acquisition in Contact Centres
■ Enable individual learning through coaching
■ Support and advise individual learners
■ Performance management
■ Staff resource planning for Contact Centres
<b>Optional units – Group C</b>
■ Organise, deliver and maintain reliable customer service
■ Work with others to improve customer service
■ Monitor and solve customer service problems
■ Organise and promote products and services to customers

## Highlights

- Internationally recognised BTEC Certificate
- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

## Progression

Successful candidates may progress to the BTEC Diploma in Contact Centre Management.