



BTEC Intermediate Award in Customer Contact

This Intermediate Award develops and recognises essential skills in customer contact. It is designed for those working in a call centre or contact centre – whether dealing with in-bound or out-bound calls. It is appropriate for those with either a customer service or a sales focus.

- Time in role: > 3 months
- Course duration: 1 – 2 months
- Assessed through observation, discussion, written questions, manager’s testimony.
- Supported through in-company workshops and e.learning

This short qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications. It may be used as part of a progression pathway, leading to the BTEC Intermediate Certificate in Customer Contact or the NVQ in Contact Centre Operations.

- To achieve this qualification, candidates must complete *two* units
- Candidates complete *one* mandatory unit and *one* optional unit

Mandatory Unit
1 Contact Centre systems and technology
Optional Units (<i>choose one unit</i>)
2 Customer care
3 Interpersonal and written communication
4 Remote support for products or services
5 Direct selling and customer acquisition in Contact Centres

Highlights

- Internationally recognised BTEC certification
- Completed in 1 – 2 months
- 60 – 90 minutes per week study & preparation time
- No written exams or tests

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