

BTEC Intermediate Certificate in Customer Contact

The Intermediate Certificate and Diploma are flexible, work-based qualifications for new and experienced contact centre personnel.

A choice of two qualifications develops skills and provides professional recognition for contact centre professionals in all industry sectors.

- Course duration: 3 – 6 months
- Assessed through: observation, discussion, workplace documentation and personal statement
- Supported through in-company workshops and e.learning
- Intermediate Certificate candidates must complete *five* units, including *two* units from Group B and *two* units from Group C.
- Intermediate 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	Contact Centre systems and technology
Group B	
B1	Develop personal and organisational effectiveness
B2	Customer care
B3	Interpersonal and written communication
B4	Remote support for products or services
B5	Direct selling and customer acquisition in Contact Centres
Group C	
C1	Deliver reliable customer service
C2	Develop customer relationships
C3	Resolve customer service problems
C4	Promote additional products and services
C5	Process customer service information

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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