

Diploma in Contact Centre Management

The Professional Diploma is a recognised qualification for contact centre managers. It provides valuable professional recognition for a comprehensive range of contact centre management and leadership skills.

It is based on recognised Level 4 occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 9 – 12 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 *two* units from Group C.

BTEC

Mandatory unit
■ Develop personal and organisational effectiveness
Optional units – Group B
■ Customer care
■ Direct selling and customer acquisition in Contact Centres
■ Remote support for products or services
■ Support learning and development
■ Contact Centre systems and technology
■ Performance management
Optional units – Group C
■ Evaluate the quality of customer service
■ Contribute to developing a customer service strategy
■ Contribute to implementing quality improvements to customer service
■ Plan, organise and control customer service operations

Highlights

- Internationally recognised BTEC Diploma
- 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 a BTEC Advanced Professional Diploma or Management NVQ Level 5.