

Professional Diploma in Contact Centre Management

The Professional Certificate and Diploma are flexible, work-based qualifications for contact centre managers.

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

- Course duration: 9 – 12 months
- Assessed through: observation, discussion, workplace documentation and personal statement
- Supported through e.learning and in-company workshops
- Professional Certificate candidates must complete *five* units, including a minimum of *two* units from Group B and a minimum of *two* units from Group C.
- Professional Diploma candidates must complete *eight* units, including a minimum of *three* units from Group B and a minimum of *two* units from Group C.

Core Unit	
A1	Develop personal and organisational effectiveness
Group B	
B1	Customer care
B2	Direct selling and customer acquisition in Contact Centres
B3	Remote support for products or services
B4	Support learning and development
B5	Contact Centre systems and technology
B6	Performance management
B7	Staff resource planning for Contact Centres
Group C	
C1	Evaluate the quality of customer service
C2	Contribute to developing a customer service strategy
C3	Contribute to implementing quality improvements to customer service
C4	Plan, organise and control customer service operations

Highlights

- Internationally recognised BTEC certification
- Develops skills and performance
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

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