

NVQs for Contact Centres

A suite of five qualifications provides a flexible certification route for contact centre professionals:

- NVQ Level 1 and 2 in Contact Centre Operations
- NVQ Level 3, 4 and 5 for Contact Centre Professionals

To achieve a full NVQ, candidates must achieve the following total unit values (UVs).

	Level 1	Level 2	Level 3	Level 4	Level 5
Total UVs required for full achievement	40	100	180	280	350
Minimum UVs achieved at the level of the qualification	25	60	110	170	210

Mandatory Units	Level 1	Level 2	Level 3	Level 4	Level 5
Develop personal and organisational effectiveness	5	15	25	35	35
Health and Safety in ICT and Contact Centres	5		30	40	50
Optional Units					
Customer care	10	20	30	40	50
Interpersonal and written communication	5	15	30	40	
Remote support for products or services	10	20	30	40	50
Contact Centre systems and technology	10	20	30	40	50
Direct selling and customer acquisition in Contact Centres	10	20	30	40	50
Performance management			30	40	50
Staff resource planning for Contact Centres			30	40	50
Restricted Option Units – (choose a maximum of 2 units)					
Support learning and development			30	40	
Managing people and resources			30	40	50
Managing quality			30	40	50
Project management				20	25
Use IT systems	5	15	25		
Use IT to exchange information	5	15	25		
General uses of IT	5	15	25		
Use IT software	5	15	25		
Internets and Intranets	5	15	25		
Email	5	15	25		
Word processing software	10	20	30		
Spreadsheets software	10	20	35		
Database software	10	20	35		
Sector specific unit	10	20	30	40	

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

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