

# Contact Centre NVQ

The Contact Centre Operations NVQ is for call centre and contact centre agents. It provides certification for a broad range of customer service and contact centre skills.

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

- Course duration: 2 – 3 months
- Assessed through observation, discussion, testimony and written worksheets
- Supported by e.learning and optional in-company workshops

For full achievement, candidates normally select *six* units. Including *two* mandatory units and *four* units from Group A.

## Level 2

<b>Mandatory units</b>
■ Develop personal and organisational effectiveness
■ Health and safety in ICT and Contact Centres
<b>Optional units – Group A (<i>choose four units</i>)</b>
■ Contact Centre systems and technology
■ Customer care
■ Direct selling and customer acquisition in Contact Centres
■ Interpersonal and written communication
■ Remote support for products and services
<b>Optional units – Group B (<i>choose a maximum of two units</i>)</b>
■ Use IT systems
■ Use IT to exchange information
■ General uses of IT
■ Use IT software
■ Internets and intranets
■ Email
■ Word processing software
■ Spreadsheets software
■ Database software

### Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

### Apprenticeships

To complete a government funded apprenticeship programme, candidates will also need to undertake a short Key Skills project (*exemptions may apply*).

### Progression

Candidates may progress to Contact Centre Professionals NVQ Level 3 by completing a written project and presentation.