

Contact Centre NVQ

The Contact Centre Professionals Level 3 NVQ is for experienced call centre and contact centre agents and team leaders. 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: 3 – 6 months
- Assessed through observation, discussion, testimony, written worksheets and work-based project.
- Supported by e.learning and optional in-company workshops

For full achievement, candidates generally select *eight* units. Including *two* mandatory units, *four* units from Group A and *two* units from Group B.

Level 3

Mandatory units
■ Develop personal and organisational effectiveness
■ Health and safety in ICT and Contact Centres
Optional units – Group A
■ Contact Centre systems and technology
■ Customer care
■ Direct selling and customer acquisition in Contact Centres
■ Interpersonal and written communication
■ Performance management
■ Remote support for products and services
■ Staff resource planning for Contact Centres
Optional units – Group B (choose a maximum of two units)
■ Support learning and development
■ Managing people and resources
■ Managing quality
■ Use IT systems
■ Use IT to exchange information
■ 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 complete a Technical Certificate and a short Key Skills project (*exemptions may apply*).