

# Contact Centre NVQ

The Contact Centre Professionals Level 4 NVQ is for senior contact centre personnel and contact centre managers. It provides certification for a broad range of contact centre and management 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: 9 – 12 months
- Assessed through observation, discussion, testimony, workplace evidence and personal statements.
- Supported by e.learning and optional in-company workshops

For full achievement, candidates generally select *eight* units. Including *two* mandatory units and a maximum of *two* units from Group B.

To provide maximum flexibility, several units may be completed at either Level 2 or 3 and contribute towards full achievement of the Level 4 NVQ.

## Level 4

<b>Mandatory units</b>	
■	Develop personal and organisational effectiveness
■	Health and safety in ICT and Contact Centres
<b>Optional units – Group A</b>	
■	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
<b>Optional units – Group B</b>	
■	Supporting learning and development
■	Managing people and resources
■	Managing quality
■	Project management

### Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

### Progression

Candidates may progress to Management NVQ Level 4 by completing additional units.