

Advanced Apprenticeship in Contact Centre Operations

This is the nationally recognised learning framework for experienced contact centre agents and team leaders.

The programme develops and recognises a broad range of customer contact and leadership skills – providing a foundation for personal development and career progression.

Learners complete a ‘framework’ of individual qualifications in order to achieve their Apprenticeship.

- Programme duration: 65 weeks
- Vocational Skills are assessed through observation, short answer questions, workplace evidence and written workbooks
- Functional Skills are assessed through either paper-based or on-screen tests
- Apprentices are supported with a range of flexible learning resources and in-company workshops

Framework element	Duration
Functional Skills in English and Mathematics Level 2*	Week 1–12
Level 3 NVQ Diploma in Contact Centre Operations	Week 13–65
Level 3 Certificate in Contact Centre Operations	Week 13–65
Personal Learning and Thinking Skills	Week 13–65

**Learners will be exempt from the equivalent Functional Skills qualification if they have achieved:*

GCSE in Maths or English (with enhanced functional content) at grade C or above at any time prior to starting the Apprenticeship

GCSE grade B/C or A-Level or AS-Level grade B/C/D/E in Maths or English before September 2012 and within 5 years of starting the Apprenticeship

GCSE grade A or A or A-Level or AS-Level grade A in Maths or English at any time prior to starting the Apprenticeship.*

Highlights

- Develops essential workplace skills
- Structured onsite induction session for all learners
- Full support materials provided
- Assessed in the workplace by experienced assessors
- 90–120 minutes per week study & preparation time
- Must have employed status – at least 30 hours per week
- Funding available through the Skills Funding Agency – *subject to individual eligibility*

Progression

Successful learners may progress to a Management Apprenticeship on completion of the programme.

NVQ Diploma

in Contact Centre Operations

The Contact Centre Operations NVQ is for experienced 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 Organisation for vocational qualifications.

- Course duration: 6 – 9 months
- Assessed through observation, discussion, testimony and written worksheets
- Supported by e.learning and optional in-company workshops

For full achievement, learners must achieve a total of 42 credits. Learners must complete *two* mandatory units, and at least 36 credits from *optional units*. At least 21 credits must be achieved from Group B.

Level 3

Mandatory units (6 credits)
■ Develop personal and organisational effectiveness in a contact centre (4)
■ Comply with health and safety procedures in a contact centre (2)
Group B – Optional units (at least 21 credits)
■ Support team use of customer contact systems and technology (6)
■ Supervise customer service activities in a contact centre team (4)
■ Lead direct sales activities in a contact centre team (4)
■ Communicate information to customers through a contact centre (4)
■ Contribute to performance management in a contact centre (4)
■ Contribute to resource plan development in contact centre operations (7)
■ Manage incidents referred to a contact centre (6)
Group C – Optional units
■ Leading a sales or marketing team (4)
■ Set objectives and provide support for team members (5)
■ Plan, allocate and monitor work of a team (5)
■ Manage conflict in a team (3)
■ Lead and manage meetings (4)
■ Organise the delivery of reliable customer service (6)
■ Lead a team to improve customer service (7)
■ Gather, analyse and interpret customer feedback (10)
■ Monitor the quality of customer service transactions (7)
■ Work with others to improve customer service (8)
■ Process customer service complaints (10)

Highlights

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