

# NVQ Certificate

## in Contact Centre Operations

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 Organisation for vocational qualifications.

- Course duration: 3 – 6 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 28 credits. Learners must complete *two* mandatory units, and at least 22 credits from *optional units*. At least 12 credits must be achieved from Group B.

# Level 2

<b>Mandatory units (6 credits)</b>
■ Improve personal effectiveness at work in a contact centre (4)
■ Comply with health and safety procedures in a contact centre (2)
<b>Group B – Optional units (at least 12 credits)</b>
■ Use systems and technology during customer contact in a contact centre (4)
■ Deliver customer service through a contact centre (5)
■ Carry out direct sales activities in a contact centre (5)
■ Communicate information to customers in different but familiar contexts (4)
■ Provide support through a contact centre for specified products or services (4)
■ Deal with incidents through a contact centre (7)
<b>Group C – Optional units</b>
■ Handling objections and closing sales (3)
■ Selling by telephone (in-bound) (4)
■ Selling by telephone (out-bound) (4)
■ Deal with incoming telephone calls from customers (5)
■ Resolve customer service problems (6)
■ Process information about customers (5)
■ Give customers a positive impression of yourself and your organisation (5)
■ Support customers using on-line customer services (5)

### Highlights

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

### Progression

Successful learners may progress to Level 3 NVQ Diploma in Contact Centre Operations.