

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