

NVQ Diploma

in Contact Centre Operations

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

For full achievement, learners must achieve a total of 67 credits. Learners must complete *two* mandatory units, and at least 60 credits from *optional units*.

Level 4

Mandatory units (7 credits)
■ Improve organisational effectiveness and personal development in a contact centre (5)
■ Comply with health and safety procedures in a contact centre (2)
Group B – Optional units (at least 30 credits)
■ Manage health and safety procedures in a contact centre (4)
■ Manage the use of contact centre systems and technology (6)
■ Manage customer service delivery in a contact centre (6)
■ Manage direct sales activities in a contact centre (6)
■ Coordinate customer communication processes in a contact centre (6)
■ Manage team and individual performance in contact centre operations (5)
■ Maintain customer support operations in a contact centre (5)
■ Manage resource planning and resource allocation in a contact centre (6)
■ Manage incident management systems in a contact centre (6)
Group C – Optional units (at least 30 credits)
■ Analyse the market in which your organisation operates (5)
■ Prepare for and support quality audits (4)
■ Review and re-engineer customer service processes (11)
■ Champion customer service (10)
■ Handle referred customer complaints (10)
■ Implement quality improvements to customer service (10)
■ Apply technology or other resources to improve customer service (11)

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 a Level 5 NVQ Diploma in Management.