

Contact Centre LEVEL 2



This qualification is designed for individuals who are working within the direct sales or remote customer support industry. This qualification can be completed as part of an Apprenticeship Framework.



THE QUALIFICATION STRUCTURE

Level 2 NVQ Certificate in Contact Centre

To achieve the Level 2 NVQ Certificate in Contact Centre the learner must achieve:

- achieve all mandatory units
- plus combined units to a total of 100 unit values, at least 60% of which must be at level 2
- Candidates can do a maximum of two restricted option units

Mandatory Units

201 Health and Safety in ICT and Contact Centres
 202 Develop personal and organisational effectiveness

Optional Units

203 Contact Centre systems and technology
 204 Customer Care
 205 Direct selling and customer acquisition in Contact Centres
 206 Interpersonal and written communications
 208 Remote support for products or services
 220 E-mail
 225 Incident Management

Restricted Units

215 Use IT systems
 216 Use IT to exchange information
 217 General uses of IT
 218 Use IT software
 219 Internet and intranets
 221 Word processing software
 222 Spreadsheet Software
 223 Database Software
 224 Specialist or Bespoke Software
 999 Sector specific unit¹

Contact Centre LEVEL 3



This qualification is designed for individuals who are working within the direct sales or remote customer support industry. This qualification can be completed as part of an Advanced Apprenticeship Framework.



THE QUALIFICATION STRUCTURE

Level 3 NVQ Certificate in Contact Centre

To achieve the Level 3 NVQ Certificate in Contact Centre the learner must achieve:

- achieve all mandatory units
- plus combined units to a total of 180 unit values, at least 60% of which must be at level 3
- Candidates can do a maximum of two restricted option units

Mandatory Units

- 301 Health and Safety in ICT and Contact Centres
- 302 Develop personal and organisational effectiveness

Optional Units

- 303 Contact Centre systems and technology
- 304 Customer Care
- 305 Direct selling and customer acquisition in Contact Centres
- 306 Interpersonal and written communications
- 307 Performance management
- 308 Remote support for products or services
- 309 Staff resource planning for Contact Centres
- 320 E-mail
- 344 Incident Management

Restricted Units

- 315 Use IT systems
- 316 Use IT to exchange information
- 317 General uses of IT
- 318 Use IT software
- 319 Internet and intranets
- 321 Word processing software
- 322 Spreadsheet Software
- 323 Database Software
- 324 Identify individual learning aims and programmes
- 325 Agree learning programmes with learners
- 326 Develop training sessions
- 327 Enable learning through presentations
- 328 Enable learning through demonstrations and instruction
- 329 Enable individual learning through coaching
- 330 Enable group learning
- 331 Support learners by mentoring in the workplace
- 332 Support and advise individual learners
- 333 Monitor and review progress with learners
- 334 Support competence achieved in the workplace
- 335 Support efficient use of resources
- 336 Contribute to the selection of personnel for activities
- 337 Contribute to the development of teams and individuals
- 338 Lead the work of teams and individuals to enhance performance
- 339 Respond to poor performance in your team
- 340 Facilitate meetings
- 341 Provide advice and support for the development and implementation of quality systems
- 342 Carry out quality audits
- 343 Specialist or Bespoke Software
- 999 Sector specific unit¹