

Retail & Commercial Enterprise

NVQ Level 2 in Contact Centre Operations

Awarding Body: EDEXCEL

General Information:

This qualification is appropriate for people in a number of job roles:

- Contact Centre Agents
- Office Workers who have responsibility for handling calls and other communications
- Telesales Agents
- Emergency Service Operators

Course structure:

To achieve a full Level 2 NVQ in Contact Centre Operations candidates must achieve a minimum total unit value of 100. This must include **both** mandatory units and a maximum of two of the restricted optional units.

Mandatory units:

- Develop personal and organisational effectiveness (15)
- Health and safety in ICT and contact centres (5)

Optional units:

- Contact Centre systems and technology (20)
- Customer care (20)
- Direct selling and customer acquisition in contact centres (20)
- Interpersonal and written communication (15)
- Remote support for products or services (20)
- Email (15)
- Incident Management (15)

Restricted optional units:

- Use IT Systems (15)
- Use IT to exchange information (15)
- General uses of IT (15)
- Use IT software (15)
- Internets and intranets (15)
- Word processing software (20)
- Spreadsheet software (20)
- Database software (20)
- Specialist or bespoke software (20)

- Sector specific unit (20)

There are also imported optional units from various other NVQs such as Management and Learning & Development.

This qualification offers candidates the opportunity to work at a higher or lower level on selected units.

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 for Contact Centre Professionals
- Team Leading, Management and Administration qualifications