

Level 2 Certificate & 3 NVQ in Contact Centre Operations



Contact Centre Operations

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Level 2 Certificate in Contact Centre Operations

Level 2 will suit you if you are working in a contact centre and have some relevant knowledge and skills, usually from a role where you've been supervised.

This comprises mandatory and optional units, including:

- Comply with health and safety procedures in a contact centre
- Improve personal effectiveness at work in a contact centre
- Use systems and technology during customer contact in a contact centre
- Deliver customer service through a contact centre.

Course Structure

Level 2 NVQ Certificate in Contact Centre Operations

To achieve the Level 2 NVQ Certificate in Contact Centre Operations learners must achieve 28 credits of which at least 15 credits must be at Level 2.

Candidates must achieve:

- Both mandatory units from Group A units (6 credits)
- A minimum of 12 credits from Group B units
- The remaining 10 credits from any other Group B or C units
- No more than two units may be taken from units 112, 113, 114, 116, 221, 222, 223 and 22

Mandatory Group A

- Comply with health and safety procedures in a contact centre (2 Credits)
- Improve personal effectiveness at work in a contact centre (4 Credits)

Optional Group B

- Use systems and technology during customer contact in a contact centre (4 Credits)
- Deliver customer service through a contact centre (5 Credits)
- Carry out direct sales activities in a contact centre (5 Credits)
- Communicate info to customers in different but familiar contexts in a contact centre (4 Credits)
- Provide support in a contact centre for specified products/ services (4 Credits)
- Deal with incidents through a contact centre (7 Credits)
- Support customers & colleagues when providing contact centre services (5 Credits)

Optional Group C

- Word processing software (3 Credits)
- Using Email (Barred Unit 221) (2 Credits)
- Using the internet (Barred Unit 222) (3 Credits)
- Using Collaborative Technologies (Barred Unit 223) (3 Credits)
- IT Communications Fundamentals (barred unit 224) (2 Credits)
- Give customers a positive impression of yourself and your organisation (5 Credits)
- Promote additional services or products to customers (6 Credits)
- Process information about customers (5 Credits)
- Deal with incoming telephone calls from customers (5 Credits)
- Deal with customers using bespoke software (Barred Unit 220) (5 Credits)
- Maintain customer service through effective hand over (4 Credits)
- Resolve customer service problems (6 Credits)
- Deliver customer service to difficult customers (6 Credits)
- Support customers using on-line customer services (5 Credits)
- Buddy a colleague to develop their customer service skills (5 Credits)
- Develop your own customer service skills through self-study (6 Credits)
- Follow the rules to deliver customer service 2 30 4 220
- Software (Barred Unit 212) (3 Credits)
- Using Email (Barred Unit 112) (3 Credits)
- Using the Internet (Barred Unit 113) (4 Credits)
- Using Collaborative Technologies (Barred Unit 114) (4 Credits)
- IT Communication Fundamentals (Barred Unit 115) (2 Credits)
- Time planning in sales (2 Credits)
- Selling by telephone (in-bound) (4 Credits)
- Selling by telephone (out-bound) (4 Credits)
- Inputting and accessing sales or marketing data in information systems (2 Credits)
- Handling objections and closing sales (3 Credits)
- Work with others to improve customer service (8 Credits)
- Process customer service complaints (6 Credits)
- Develop working relationships with colleagues (3 Credits)

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Level 3 NVQ in Contact Centre Operations

To achieve the Level 3 NVQ Diploma in Contact Centre Operations learners must achieve 42 credits of which at least 23 credits must be at level 3.

Mandatory Group A

- Comply with health and safety procedures in a contact centre (2 Credits)
- Develop personal and organisational effectiveness in a contact centre (4 Credits)

Optional Group B - A minimum of 21 credits

- Carry out direct sales activities in a contact centre (5 Credits)
- Deal with incidents through a contact centre (7 Credits)
- Monitor health and safety procedures in a contact centre (5 Credits)
- Support team use of contact centre systems and technology (6 Credits)
- Supervise customer service activities in a contact centre team (4 Credits)
- Lead direct sales activities in a contact centre team (4 Credits)
- Communicate information to customers through a contact centre (4 Credits)
- Contribute to performance management in a contact centre (4 Credits)
- Support customers and colleagues when providing contact centre services (5 Credits)
- Contribute to resource plan development in contact centre operations (7 Credits)
- Manage incidents referred to a contact centre (3 Credits)
- Manage customer service delivery in a contact (6 Credits)
- Manage direct sales activities in a contact centre (6 Credits)
- Coordinate customer communication processes in a contact centre (6 Credits)
- Maintain customer support operations in a contact centre (5 Credits)

Optional Group C - The remaining 15 credits from any other Group B or C units.

- Deal with customers using bespoke software (Barred Unit 318) (5 Credits)
- Maintain customer service through effective hand over (4 Credits)
- Support customers using on-line customer services (5 Credits)
- Buddy a colleague to develop their customer service skills (5 Credits)
- Develop your own customer service skills through self-study (6 Credits)
- Using Email (3 Credits)
- Using the Internet (4 Credits)

Optional Group C - The remaining 15 credits from any other Group B or C units.

- IT Communication Fundamentals (2 Credits)
- Handling objections and closing sales (3 Credits)
- Build a customer service knowledge set (7 Credits)
- Work with others to improve customer service (8 Credits)
- Organise the delivery of reliable customer service (6 Credits)
- Process customer service complaints (6 Credits)
- Lead a team to improve customer service (7 Credits)
- Gather, analyse and interpret customer feedback (10 Credits)
- Monitor the quality of customer service transactions (7 Credits)
- Bespoke software (Barred Unit 212) (4 Credits)
- Manage own professional development within an organisation (4 Credits)
- Set objectives & provide support for team members (5 Credits)
- Manage or support equality of opportunity, diversity and inclusion in own area of responsibility (4 Credits)
- Support team members to identify, develop and implement new ideas (4 Credits)
- Develop working relationships with colleagues (3 Credits)
- Plan and allocate and monitor work of a team (5 Credits)
- Manage conflict in a team (3 Credits)
- Lead and manage meetings (4 Credits)
- Manage customer service in own area of responsibility (4 Credits)
- Negotiating, handling objections and closing sales (4 Credits)
- Contributing to the development and launch of new products and / or services (4 Credits)
- Leading a sales or marketing team (4 Credits)
- Champion customer service (10 Credits)
- Handle referred customer complaints (10 Credits)

