



Certificate in Contact Centre Techniques – Level 2

Course Code: NBC052

Duration: 12 weeks

The NCFE Level 2 Certificate in Contact Centre Techniques is designed to provide the specialist skills needed by contact centre and call handling operators in a range of business environments. The qualification enables candidates to develop their IT skills and to appreciate the importance of their individual performance in the contact centre. Candidates will explore the uses of targets and performance monitoring tools and will develop themselves sufficiently to work in a contact centre environment.

Course Aims

To qualification aims to provide:

- ❖ training in the skills necessary to operate in a contact centre or call handling environment
- ❖ the opportunity to develop skills in communication and working with others
- ❖ the opportunity to develop or improve self and prepare for employment
- ❖ a basis for further study and motivation towards career development

Course Market

This qualification is ideal preparation for those who are interested in taking up a career in a call handling environment. It can also provide formal recognition of the knowledge, understanding and skills of individuals already working or who have worked, as a call handling operative/agent who is seeking to progress within the industry.

Course Structure

The qualification consists of three mandatory units:

Unit 01	Handle calls using contact centre systems
Unit 02	Teams and Targets in Contact Centres
Unit 03	Explore the contact centre industry and job application skills

Candidates must successfully complete all **three** mandatory units to be awarded the NCFE Level 2 Certificate in Contact Centre Techniques.

Unit Summary:

Unit 01: Handle calls using contact centre systems

This unit gives a basic introduction to equipment commonly used in contact centres, including effective use of their workstation and developing an understanding of the required ICT skills. This unit also covers undertaking both in and out bound calls and system and equipment features relating to this, such as log-in; log-out; ready; not-ready features Candidates will also consider the importance of Health and Safety issues relating to the work place.

The unit has 2 elements:

- 1.1 Handle calls using contact centre systems
- 1.2 Health and safety in the contact centre environment

Unit 02: Teams and Targets in Contact Centres

Candidates should demonstrate their customer care skills whilst using a contact centre system, including how to interact with both customers and as a team. Candidates will also develop an understanding of how teams are structured and how targets are used to maintain and develop performance.

The unit has 2 elements:

- 2.1 Targets and systems to maintain performance
- 2.2 Develop team work skills

Unit 03: Explore the contact centre industry and job application skills

In this unit candidate will produce a personal development plan which they can use throughout the qualification to identify their progress and achievements.

This unit will enable candidates to develop an understanding of the contact centre industry, including the variety of job roles, working conditions and the office environment. The unit requires candidates to identify their strengths and weaknesses and how demonstrate these when applying for employment using such methods as application forms, curriculum vitae's and interview techniques.

The unit has 1 element:

- 3.1 Explore the contact centre industry and job application skills

Duration

- ❖ 12 weeks part-time study

The programme is organized on a part-time basis. Students normally attend 6 hours of tutor led lectures each week. You are expected to spend at least the same amount of additional time each week in personal study and completing assignments.

Assessment

Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification. To achieve the NCFE Level 2 Certificate Contact Centre Techniques candidates must be successful in the independently assessed component. Grades are **not** awarded.

To achieve the independently assessed component, candidates must demonstrate their achievement of **all** learning outcomes detailed in the *Qualification Specification*.

Candidates who are unsuccessful in this component may resubmit work within the registration period. A charge may apply. *Letters of Unit Credit* may be requested for candidates not achieving the full certificate but who satisfy the internal assessment component for at least one whole unit.

The awarding and reporting arrangements for this qualification are in accordance with the criteria set out by the regulatory authorities.

Entry Requirements

There are no specific recommended prior learning requirements for this qualification. Candidates wishing to undertake this qualification should hold an appropriate Level 1 qualification or equivalent.

Admittance onto a course of study remains at the discretion of the centre based upon the above criteria.

Progression

The Level 2 Certificate in Contact Centre Techniques allows for progression into, and preparation for, other qualifications in the telecommunications sector.

- ❖ NCFE Level 2 in Contact Centre Techniques.
- ❖ NCFE Level 2 Certificate for IT Users

- ❖ Level 2/3 Certificate in Contact Centre Skills
- ❖ Level 2 NVQ in Contact Centre Operations
- ❖ Level 2 BTEC Award in Contact Centre Skills
- ❖ Level 3 NVQ in Contact Centre Professionals
- ❖ Level 2 Certificate in Customer Service
- ❖ Level 2 NVQ in Customer Service
- ❖ Level 2 Certificate for Customer Service Advisors

- ❖ Level 2 NVQ in Team Leading
- ❖ Level 2 Certificate in Team Leading
- ❖ Level 2 Introductory Certificate in Team Leading
- ❖ Level 2 Certificate in Team Leading
- ❖ Level 2 Introductory Certificate in Team Leading
- ❖ Level 2 NVQ in Team Leading
- ❖ Level 2 in Team Leading

For further details on other qualifications available in this sector area, see NCFE's Directory of Products and Services, or the Qualification and Curriculum Authority (QCA) website of accredited qualifications 'openQUALS' (www.openquals.org.uk).