

Pearson BTEC Level 3 Certificate in Contact Centre Operations 600/1636/X

What is the purpose of this qualification?

The Pearson BTEC Level 3 Certificate in Contact Centre Operations is designed to provide learners with specialised occupational knowledge that is required by employers to work within a contact centre operations environment and role.

Achievement of this qualification prepares the individual to enter the contact centre industry in the potential job roles listed below at this level, including cross-sector contact centre roles that involve high level technical skills in areas such as operating communication technology and navigating software, problem solving, improving customer satisfaction and loyalty, gathering and analysing customer feedback and leading a team.

What does this qualification cover?

This qualification is based on the most up to date National Occupational Standards (2011) for the Contact Centre Industry as defined by Skills CFA, the Sector Skills Body.

Learners will complete three mandatory units in Principles of Personal and Organisational Effectiveness in a Contact Centre, Principles and Processes of Health and Safety in a Contact Centre, and Principles of Personal Responsibilities and How to Develop and Evaluate own Performance at Work. Learners will then choose from a range of optional units that align to the duties of their contact centre operations role or aspiring role such as Principles and Processes of Systems and Technology in a Contact Centre, Principles of Performance Management in a Contact Centre, Principles of Incident Management Through a Contact Centre, Principles of Customer Service in a Contact Centre and Principles of Resource Planning in a Contact Centre.

Who could take this qualification?

This qualification is for all learners aged 16-18 and 19+ who are capable of reaching the required standards. Learners do not need any prior qualifications, knowledge or experience before starting the qualification however they may be seeking work within the contact centre industry, or they may already be employed in a cross-sector contact centre operations role.

It is also appropriate for up-skilling those individuals who are employed within a role that is predominately associate professional or technician based, but involves responsibility for defined contact centre related activities within an operational area of responsibility. It allows the learner to gain the right level of occupational knowledge in contact centre operations that appropriately complements a larger sector, industry specific or professional qualification and learning programme.

What could this qualification lead to?

Learners could progress on to a Pearson Edexcel Level 3 NVQ Diploma in Contact Centre Operations that demonstrates occupational competency for the potential job roles listed below at this level, including an advanced apprenticeship in contact centre operations.

Alternative progression routes are Level 3 Management qualifications which are designed to ensure that management and leadership skills support productivity and efficiency of the workforce, including an advanced apprenticeship in management.

Qualifications include:

- Pearson Edexcel Level 3 NVQ Diploma in Contact Centre Operations (*competency qualification*)
- Pearson BTEC Level 3 Certificate in Principles of Management (QCF)
- Pearson BTEC Level 3 Diploma in Management (*competency qualification*)

Potential job roles for those working towards this qualification are:

Contact Centre Team Leader
Support Analyst
Sales Team Leader

Product Specialist
Customer Service Team Leader
Contact Centre Manager

Who supports this qualification?

This qualification is supported by the Sector Skills Body for the Contact Centre Industry, Skills CFA.