

## **Pearson Edexcel Level 3 NVQ Diploma in Contact Centre Operations 600/1226/2**

### **What is the purpose of this qualification?**

The Pearson Edexcel Level 3 NVQ Diploma in Contact Centre Operations is designed for employees in the contact centre industry or those working within a contact centre role or business function.

Learners will develop a broad range of occupation skills including supervising and/or managing both team activity and service delivery within a contact centre environment, incident management, direct sales activities and operating communication technology and navigating software. Achievement of the qualification confirms occupational competence.

### **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 two mandatory units in Comply with Health and Safety Procedures in a Contact Centre and Develop Personal and Organisational Effectiveness in a Contact Centre. Learners will then choose from a range of specialist optional units that align to the duties of their contact centre operations role or aspiring role such as Support Team Use of Contact Centre Systems and Technology, Manage Customer Service Delivery in a Contact Centre, Lead Direct Sales Activities in a Contact Centre Team, Maintain Customer Support Operations in a Contact Centre and Manage Incidents Referred to 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 it is likely that they are already employed within the contact centre sector or have some prior experience in a contact centre operations role and may be seeking work within the sector.

### **What could this qualification lead to?**

Learners could progress on to further Level 3 Contact Centre Operations qualifications designed to develop relevant occupation knowledge and competence alternatively learners could progress on to higher level leadership and management qualifications that enable the learner to build upon their existing experience to progress their career within a contact centre operations environment such as:

- Pearson BTEC Level 3 Certificate in Contact Centre Operations (QCF)
- Pearson BTEC Level 3 Certificate in Principles of Management (QCF)
- Pearson BTEC Level 3 Diploma in Management (QCF)
- Pearson BTEC Level 4 Diploma in Management (QCF)
- Pearson Edexcel Level 4 NVQ Diploma in Management (QCF)

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.