

# Contact Centre Operations

Level 2

**Qualification:** Contact Centre

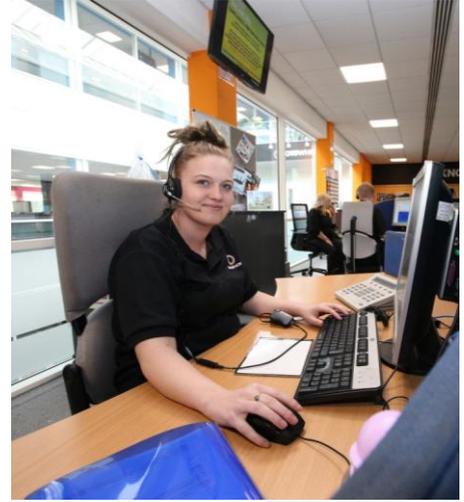
**Level:** 2

**Entry requirements:**

- You need to be at least 16 years of age
- Work Ready
- Enthusiastic, confident and a good communicator

**Typical duration:** Minimum 12 - 14 months

**Go further:** You can progress onto Contact Centre Operations Level 3. You can look forward to roles such as Customer service and telesales agent, progressing into trainer, supervisor or service delivery manager.



**Course overview:**

This Apprenticeship is aimed at individuals who would like to work in a contact centre environment. The components in this Apprenticeship are:

- **Level 2 NVQ Certificate in Contact Centre Operations**
- **BTEC Level 2 Certificate in Contact Centre Operations**
- **Functional Skills in Maths and English**
- **Employment rights and responsibilities**
- **Personal learning and thinking skills**

You will study a number of mandatory units as well as choosing optional units to match your job role.

**Mandatory units:**

- Improve personal effectiveness at work in a contact centre
- Comply with health and safety procedures in a contact centre
- Principles of personal responsibilities and working in a business environment

**Optional units:**

There are a number of units to choose from, here is an example of some of the units you can choose to study:

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| <ul style="list-style-type: none"> <li>• Deliver customer service through a contact centre</li> <li>• Deal with incidents through a contact centre</li> <li>• Support customers and colleagues when providing contact centre services</li> </ul> | <ul style="list-style-type: none"> <li>• Handling objections and closing the sale</li> <li>• Deal with incoming calls from customers</li> <li>• Resolve customer problems</li> <li>• IT Communication Fundamentals</li> </ul> |
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## English and Maths:

A good standard of English and maths is essential when working in any environment which is why they are included in all apprenticeships.

We will assess your current level of English and maths to identify any support you may need, and depending on your current qualifications, we will agree on the level of English and maths you will need to complete.

This may include taking English and maths qualifications at Level 1 or Level 2, but if your current qualifications mean you don't need to complete further maths or English, we will still help you to develop these skills during your apprenticeship. If you don't have any current qualifications, don't worry, we will support you to achieve these essential skills.

## Duration:

The programme is delivered during normal working hours, making it a real opportunity to learn while you earn. Timescales for completion depend on the individual, but the qualification takes a minimum of 12 months.

## Assessment:

To achieve a pass for the full qualification, you must achieve all the units in the stated qualification structure. You will do this by producing a portfolio of evidence. You will also take part in Functional Skills Tests for Maths and English.

## About the sector:

Contact Centres are hugely important to the way businesses communicate with their customers, particularly retail and service organisations. Their role is to ensure customers receive an excellent level of service that reflects the wider business activities.

You might work in sales and customer service, helpdesk and technical support or web based channels.

## Further information:

For vacancies and to apply for an apprenticeship visit our website – [www.thesourceacademy.co.uk](http://www.thesourceacademy.co.uk) or call the Apprenticeship Recruitment team on 0114 236 6651.

If you are an employer and you would like to find out more about apprenticeships, contact our Account Managers on 0114 263 6654 or email [apprenticeships@thesourceacademy.co.uk](mailto:apprenticeships@thesourceacademy.co.uk)

*The Source is an equal opportunities employer and positively encourages applications from all eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.*