

## Contact Centre Operations Level 3

This qualification is flexible and aimed at individuals working within Contact Centre environments.

It has been designed to cater for a diverse range of job roles and to reflect the depth of competence required to work within the sector including: problem solving; improving customer satisfaction; team leading; improving customer loyalty; gathering and analysing customer feedback; navigating software; processing complaints; maintaining reliable customer service and communication technology.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Candidates may wish to just complete individual units, accumulate credit and not claim for a specific qualification. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

### Diploma in Contact Centre Operations (NVQ) Level 3

To achieve the Level 3 Diploma in Contact Centre Operations the candidate will need to complete units to gain a minimum of 42 credits. The credit total is made up from:

- 6 credits must be completed from mandatory units
- 36 credits must be completed from optional units

### Advanced Apprenticeship Level 3 – Diploma in Contact Centre Operations (NVQ)

To achieve the Level 3 Diploma in Contact Centre Operations the candidate will need to complete units to gain a minimum of 42 credits. The credit total is made up from:

- 6 credits must be completed from mandatory units
- 36 credits must be completed from optional units

**PLUS** Application of Number L2, Communication L2 and Technical Certificate L3



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Unit Titles	Credit Values
<b>Mandatory Unit</b>	
Comply with health and safety procedures in a contact centre	2
Develop personal and organisational effectiveness in a contact centre	4
<b>Optional Units</b>	
Monitor health and safety procedures in a contact centre	5
Support team use of contact centre systems and technology	6
Supervise customer service activities in a contact centre team	4
Manage customer service delivery in a contact centre	6
Carry out direct sales activities in a contact centre	5
Lead direct sales activities in a contact centre team	4
Manage direct sales activities in a contact centre	6
Communicate information to customers through a contact centre	4
Coordinate customer communication processes in a contact centre	6
Contribute to performance management in a contact centre	4
Support customers and colleagues when providing contact centre services	5
Maintain customer support operations in a contact centre	5
Contribute to resource plan development in contact centre operations	7
Deal with incidents through a contact centre	7
Manage incidents referred to a contact centre	6
Using Email	3
Using Collaborative Technologies	4
Bespoke Software	4
Handling objections and closing sales	3
Leading a sales or marketing team	4
Negotiating, handling objections and closing sales	4
Contributing to the development and launch of new products and/or services	4
Set objectives and provide support for team members	5
Manage own professional development within an organisation	4
Support team members in identifying, developing and implementing new ideas	4
Plan, allocate and monitor work of a team	5
Manage customer service in own area of responsibility	4
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4
Manage conflict in a team	3

Unit Titles	Credit Values
Lead and manage meetings	4
Support customers using on-line customer services	5
Buddy a colleague to develop their customer service skills	5
Develop your own customer service skills through self-study	6
Deal with customers using bespoke software	5
Maintain customer service through effective handover	4
Organise the delivery of reliable customer service	6
Lead a team to improve customer service	7
Gather, analyse and interpret customer feedback	10
Monitor the quality of customer service transactions	7
Build a customer service knowledge set	7
Work with others to improve customer service	8
Process customer service complaints	6
Handle referred customer complaints	10
Champion customer service	10
Develop working relationships with colleagues	3
Using the internet	4
IT Communication Fundamentals	2