



Contact Centre – Level 2 Apprenticeship Learning Programme

Organisation Responsible: e-skills UK

Apprenticeship framework requirements:

NVQ:	Contact Centre Operations Level 2
<i>Awarding Body: City & Guilds</i>	
Key Skills	Application of Number Level 1 Communication Level 1
<i>Awarding body: City & Guilds</i>	
Employment Responsibilities and Rights:	Included in induction

Certification: On completion of the above programme the Learner will receive a nationally recognised Certificate for each of the above disciplines.

Apprenticeship:

Apprenticeships are government backed training schemes which provide a structured learning route within a working environment.

An Apprenticeship is a great way for individuals to earn as they learn and for employers to discover skilled and talented employees.

They are intended to provide an integrated programme of learning leading to the acquisition and application of the skills, knowledge and understanding required by employers.

The completion of an Apprenticeship framework shows both current and potential employers that the holder has achieved competence in the skills covered by the Apprenticeship, has demonstrated the knowledge required by the Apprenticeship and has attained the level of transferable skills required by all Apprenticeships.

NVQ:

National Vocational Qualifications (NVQ's) are qualifications that reflect the skills, knowledge and understanding of individuals 'specific areas of work' – in this case Contact Centre's. They are expressed in terms of competences and are assessed in the workplace.

This NVQ is extremely flexible, it will fit the needs of almost any person who works in a contact centre. There is only one core unit; everything is made up of options. Learners can be at different levels for different skills. It uses a credit value system to complete the qualification, allowing



flexibility. The new National Occupational Standards recognise that learners work at one level but may undertake individual tasks either above or below their recognised job level. Recognition of this multi-level (spiky-profile) method of working is key to the new City & Guilds NVQs: learners are able to select units of relevant content and level.

Each unit has been allocated a points value according to its level, as shown in the table below. To achieve a full Contact Centre Level 2 NVQ, learners must achieve a minimum of 100 points.

To achieve the NVQ you will complete the Level 2 mandatory unit, Develop personal and organisational effectiveness and then select, with the help of your assessor further units to make up the remaining 80 points, 60% (60 points) of which must be at level 2; a maximum of two units may be selected from the restricted units list.

Unit Title	Level 1	Level 2	Level 3	Level 4	Level 5
Mandatory Units					
Health & safety in ICT and Contact Centres	5	N/A	30	40	50
Develop personal and organisational effectiveness	10	20	30	40	50
Optional Units					
Contact centre systems and technology	10	20	30	40	50
Customer care	10	20	30	40	50
Direct selling and customer acquisition in Contact Centres	10	20	30	40	50
Interpersonal and written communications	5	15	30	40	
Performance management			30	40	50
Remote support for products or services	10	20	30	40	50
Staff resource planning for Contact Centres			30	40	50
Incident Management		10	30	40	50
Restricted option units					
Sector specific unit ₂	10	20	30	40	
Supporting learning and development (import) ₃			30		
Managing people and resources (import)			30	40	50
Managing quality (import)			30	40	50
Project management (import)				20	25
Use IT systems	5	15	25		
Use IT to exchange information	5	15	25		
General uses of IT	5	15	25		
Use IT software	5	15	25		
Internets and intranets	5	15	25		
Email	5	15	25		
Word processing software	10	20	30		
Spreadsheets software	10	20	35		
Databases	10	20	35		
Specialist or bespoke software	10	20	30		

Key Skills:

Mandatory

Application of Number Level 1

Communication Level 1

Optional (not required for the framework but will give additional certificates)

Working with Others Level 2

Improve Own Learning Level 2

Problem Solving Level 2

