

June 2014

City & Guilds

600/1138/5 Level 3 Certificate in Contact Centre Operations

OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that can be covered within this qualification:

- Personal responsibilities, how to develop and evaluate own performance at work
- Sales activities and customer support in a contact centre
- Performance management in a contact centre
- Incident management through a contact centre.

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

Level 3 will suit you if you are working in a contact centre and have a great deal of technical skills and knowledge. You work with minimum supervision and have a good record of safety, fault correction and ensuring work meets the required standard..

This qualification is suitable for anyone from 16 years old or over.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Customer Service Advisor
- Team Leader
- Customer Services Manager.

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The learner could progress onto other qualifications such as:

- Level 3 NVQ Contact Centre Operations (3412)
- Level 3 Contact Centre Operations (3411)
- Level 2 Certificate in Customer Service (4417)
- Level 2 NVQ in Customer Service (4430)
- Level 2 Apprenticeship in Customer Service (9010)
- Level 2 Customer Service NVQs (5530)
- Award, Certificate or Diploma for IT Users (7574)

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK
Morthyng Vocational College
Qube Learning (Qube Qualifications and Development Ltd)
YH Training Services Ltd