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CONTACT CENTRE PROFESSIONALS ADVANCED APPRENTICESHIP FRAMEWORK OVERVIEW

ADVANCED APPRENTICESHIP	LEVEL
COMPETENCE BASED ELEMENT	
OCR LEVEL 3 NVQ FOR CONTACT CENTRE PROFESSIONALS	3
KNOWLEDGE BASED ELEMENT	
EDEXCEL LEVEL 3 BTEC AWARD IN CONTACT CENTRE SUPERVISORY SKILLS	3
KEY SKILLS	
APPLICATION OF NUMBER COMMUNICATIONS	2 2
ADDITIONAL EMPLOYER REQUIREMENTS	
NONE	
EMPLOYMENT RIGHTS & RESPONSIBILITIES	
CFA ERR CHECKLIST THE CFA ERR CHECKLIST, PLUS COMPLETION OF THE NVQ AND TECHNICAL CERTIFICATE, WILL CONSTITUTE THE EVIDENCE NEEDED TO DEMONSTRATE COMPLETION OF THE REQUIREMENTS FOR TOTAL COVERAGE OF THE ERR.	



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Contact Centre Professionals Advanced Apprenticeship NVQ

NVQ Overview:

The units within the qualification have been assigned unit values and to achieve a full Contact Centre Professionals NVQ, candidates must achieve a minimum total of UV's. These are:

- 180 Unit Values for a level 3 qualification

At level 3 there are two mandatory units:

- **Develop personal and organisational effectiveness**
- **Health and Safety in ICT and Contact Centres**

At least 60% of the unit value of the optional units must be achieved at the level of the qualification. This equates to:

- 110 Unit Values for level 3

The areas of competence and unit values are as follows:

Unit Area of Competence	Level 1	Level 2	Level 3	Level 4	Level 5
Mandatory Units					
AA Develop personal & organisational effectiveness	10	20	30	40	
BB Health & Safety in ICT and Contact Centres	5		30	40	50
Optional Units					
CC Customer Care	10	20	30	40	50
DD Interpersonal & written Communication	5	15	30	40	
Remote support for products or services	10	20	30	40	50
FF Contact Centre systems & technology	10	20	30	40	50
GG Direct selling & customer acquisition in Contact Centres	10	20	30	40	50
H Email	5	15	25		
HH Performance Management			30	40	50
II Staff resource planning for Contact Centres			30	40	50
ZZ Incident Management		20	30	40	50

Restricted Optional Units (Only two units can be used in this list)	Level 1	Level 2	Level 3	Level 4	Level 5
G Internets and intranets	5	15	25		
I Word processing software	10	20	30		
J Spreadsheets software	10	20	35		
K Database software	10	20	35		
N Specialist and bespoke software	10	20	30		
P Use IT systems	5	15	25		
Q Use IT to exchange information	5	15	25		
R Sector specific Unit	10	20	30	40	
S General uses of IT	5	15	25		
T Use IT software	5	15	25		
V1 Identify individual learning aims and programmes			30		
V2 Agree learning programmes with learners			30		
V3 Develop training sessions			30		
V4 Enable learning through presentations			30		
V5 Enable learning through demonstrations and learning			30		
V6 Enable individual learning through coaching			30		
V7 Enable group learning			30		
V8 Support learners by mentoring in the workplace			30		
V9 Support and advise individual learners			30		
V10 Monitor and review progress with learners			30		
V11 Support competence achieved in the workplace			30		
W1 Support the efficient use of resources			30		
W2 Contribute to the selection of personnel for activities			30		
W3 Contribute to the development of teams and individuals			30		
W4 Lead the work of teams and individuals to enhance performance			30		
W5 Respond to poor performance in your team			30		
W6 Facilitate meetings			30		



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Contact Centre Professionals Advanced Apprenticeship Technical Certificate

Edexcel Level 3 BTEC Award in Contact Centre Supervisory Skills

Overview

Structure of the qualification

The Edexcel level 3 BTEC Award in Contact Centre Supervisory Skills is a 90 hour qualification consisting of three units of 30 hours each.

To achieve this qualification, a learner must successfully complete all three units

- Unit 1 Effective Leadership and Development for Contact Centres
- Unit 2 Managing Resources and Organisational Improvements in Contact Centres
- Unit 3 Contact Centre Technologies and Regulations

Unit 1 Learning Outcomes

On completion of this unit a learner should:

- 1 Understand the characteristics of effective team leadership**
- 2 Know how to coach effectively**
- 3 Know how to apply team working concepts**
- 4 Understand different styles of communication**

Unit 2 Learning Outcomes

On completion of this unit a learner should:

- 1 Understand the principles of change**
- 2 Know how to manage people more effectively**
- 3 Know how to increase team performance**
- 4 Understand how to plan more effectively**



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Unit 3 Learning Outcomes

On completion of this unit a learner should:

1 Understand the principles of contact centre technologies

2 Understand the key issues relating to current health & safety regulations

3 Understand an organisations health, safety and security policies and procedures

The BTEC short course can be delivered through group training sessions or on a one-one basis.



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Contact Centre Professionals Advanced Apprenticeship

Key skills Qualifications

For the Contact Centre Professional framework key skills must be completed at level 2.

Application of Number Level 2

Communication Level 2

Both Key skills are completed by the learner. The learner must complete a portfolio of evidence to meet the standards and then sit an exam to prove knowledge and skills.

The importance of key skills

Key skills are intended for everyone, from pupils in schools to Chief Executives in large companies. Key skills are the skills most commonly needed for success in a range of activities at work, in education and training and life in general. They focus candidates' attention on where and how they are using skills for the purpose of improving the quality of their learning, work and performance.

The development of key skills has been encouraged in schools and colleges for some time, particularly through work-experience programmes and curriculum-enrichment activities. Key skills are highlighted in the national curriculum to show how they relate to subjects across the curriculum.

All qualifications accredited by QCA and the other regulatory authorities in Wales and Northern Ireland have signposted opportunities for generating evidence and, where appropriate, for assessing key skills.

Relationship between adult literacy, numeracy and the related key skills

Adult literacy and adult numeracy skills can be defined as *the ability to read, write and speak in English/Welsh and to use mathematics at a level necessary to function at*

work and in society in general. Having the key skills takes the student further: the student will have the basic skills, but can independently select and apply those skills and then progress to improve on them.

The key skills tests¹ at levels 1 and 2 in communication and application of number also act as the tests for adult literacy and adult numeracy. This means that candidates

can achieve a literacy or numeracy qualification by passing an external test.

Candidates who gain the adult literacy and numeracy certificates based on passing these tests can then progress to achieving the full key skills qualifications if they wish.

In order to meet the requirements of the internal assessment component of the key skills qualifications, candidates have to develop a suitable portfolio of evidence.



Bespoke this qualification to meet your business needs.

- All aspects of the framework can be delivered either on a one –one, learner-assessor basis or group training sessions.
- The Apprenticeship is a government funded programme for anyone aged 16 and above, as long as they have been a resident in the country for three years or more & are not trained to a degree level.
- The NVQ aspect of the framework can be designed by you, choose the units you feel you wish your team members to achieve. This can also go as far as setting the work you want the candidates to complete.
- An advanced Apprenticeship has funding to be completed within 18 months, again this can be shortened to meet business needs.
- On completion of the qualification the learner will receive certification for
NVQ Level 3 Contact Centre Professionals
BTEC Level 3 award in Contact Centre Supervisory Skills
Key skills awards in Application of Number Level 2 & Communication level 2
Contact Centre Professional Advanced Apprenticeship
- The qualifications you receive as an apprentice will be recognised by any employer, anywhere in the country. If a candidate wants to go on to further study, an Advanced Apprenticeship is accepted by some universities as an entry qualification for a Foundation Degree.
- The full Apprenticeship award is equivalent to 2 A Level passes