

**September 2013**

**REPORT FOR PUBLICATION**

**1. The qualifications and standards**

<b>Assessment Team:</b>	<b>Findings:</b>  The reports confirm that centres have suitable teams of assessors and IQAs in place to give good support to the candidates.
<b>Resources:</b>	<b>Findings:</b>  Almost all of the assessment is carried out in the workplace, however the EQAs have confirmed that good resources are available, and especially for the candidates undertaking the Principles of Contact Centre Operations knowledge qualifications.
<b>Candidate Support:</b>	<b>Findings:</b>  Feedback to the EQAs from candidates has been very good and has spoken of a high level of support from their assessors.
<b>Assessment and Verification:</b>	<b>Findings:</b>  Because of the nature of the job role, the evidence in most portfolios was predominantly observation and professional discussion. This was often backed up by either witness statements from the team leader, or copies

	<p>of call monitoring reports.</p> <p>Internal verification of the portfolios has been of a good standard. Standardisation and other verification activities were generally well recorded.</p>
<b>Management Systems and Records:</b>	<p><b>Findings:</b></p> <p>There were no problems with the systems or procedures of the centres visited, and all of these were working properly.</p>
<b>Assessment Summary:</b>	<p><b>Findings:</b></p> <p>It was confirmed that the centres were performing well. The portfolios were easily meeting required standards.</p>

## 2. Sector Developments

The primary development in the sector is the increase in contact centres using on-line messaging or text messages rather than telephone conversations.

The rise in on-line shopping has seen a small decrease in the number of contact centres that only take purchasing orders from customers. But there has been an increase in the number of sales and servicing centres.

Many training providers are now using more generic qualifications, such as customer service, rather than these more specialist units for contact centres. As a result OCR has announced that it will not be offering the contact centre qualifications once the current qualifications expire.