

Contact Centre Operations

Contact Centre Operations Level 2 Certificate (10266)

Contact Centre Operations Level 3 Certificate (10267)

OCR's qualifications in Contact Centre Operations have been developed in response to employer demand for up-to-date qualifications for this fast growing sector of the UK economy. They are flexible and meet the need for softer-skills such as communication, team working, interpersonal skills and the ability to improve own learning and performance, whilst also reflecting developments in communications technology such as telephones, emails, SMS, text messaging and other networking channels.

Introduction

The **OCR Level 2 Certificate in Principles of Contact Centre Operations (10266)** has been developed to recognise candidates' understanding of contact centre operations and their level of interpersonal skills when dealing with routine contact centre issues. The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a contact centre role. It also provides accreditation for the interpersonal skills identified as critical for anyone working, or intending to work, within a customer contact centre environment or where their job involves communicating with and supporting customers through a range of channels, including telephone, email and text messaging. The qualification meets the requirements for the knowledge component of the Intermediate (Level 2) Apprenticeship in Contact Centre Operations (SASE and SASW).

Specifically this qualification is suitable for those who are:

- Wishing to prepare for employment in a job that involves communicating with and supporting customers
- Starting work in a job that involves contact centre operations and wishing to learn essential knowledge, understanding and skills at the same time as learning the job
- Already experienced in a job involving contact centre operations and wishing to update their knowledge, understanding and skills to improve their performance in a contact centre role
- Are working towards the Intermediate Apprenticeship in Contact Centre Operations

Qualification structure

Candidates must achieve at least 13 credits, of which 10 must be at Level 2, made up of three mandatory units from Group A (7 credits) and a minimum of 6 credits from optional Group B. Candidates may take either unit 4 or 5 (but not both), unit 6 or 8 (but not both) and/or unit 7 or 9 (but not both).

Group A - Mandatory Units

1. Principles of personal effectiveness in a contact centre
2. Principles of health and safety in a contact centre
3. Principles of personal responsibilities and working in a business environment

Group B - Optional Units

4. Principles of using systems and technology in a contact centre
5. Principles and processes of systems and technology in a contact centre
6. Principles of communication and customer service in a contact centre
7. Principles of selling in a contact centre
8. Principles of customer service in a contact centre
9. Principles of sales activities and customer support in a contact centre
10. Principles of handling incidents through a contact centre
11. Principles of legal, regulatory and ethical requirements of a contact centre

The OCR Level 3 Certificate in Principles of Contact

Centre Operations (10267) has been developed to recognise candidates' understanding of contact centre operations when dealing with complex and non-routine contact centre issues. The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a contact centre role. The qualification meets the requirements for the knowledge component of the Advanced (Level 3) Apprenticeship in Contact Centre Operations (SASE and SASW).

Specifically this qualification is suitable for those who:

- Are already experienced in a job involving contact centre operations and wish to update their knowledge, understanding and skills to improve their performance in a contact centre role
- Wish to develop their full potential and/or the potential of others to communicate with and support customers
- Are seeking career progression through jobs involving contact centre operations
- Are working towards the Advanced Apprenticeship in Contact Centre Operations

It will also be suitable for those who are studying in preparation for employment in job roles where they will be expected to work autonomously in carrying out activities with significant input into contact centre operations.

Qualification structure

For this qualification candidates must achieve at least 16 credits, of which 10 must be at Level 3, made up of three mandatory units from Group A (9 credits) and a minimum of 7 credits from optional Group B. Candidates may take either unit 4 or 5 (but not both), unit 6 or 8 (but not both) unit 7 or 9 (but not both) and/or unit 12 or 13 (but not both).

Group A - Mandatory Units

1. Principles of personal and organisational effectiveness in a contact centre
2. Principles and processes of health and safety in a contact centre
3. Principles of personal responsibilities and how to develop and evaluate own performance at work

Group B - Optional Units

4. Principles of using systems and technology in a contact centre
5. Principles and processes of systems and technology in a contact centre
6. Principles of communication and customer service in a contact centre
7. Principles of selling in a contact centre
8. Principles of customer service in a contact centre
9. Principles of sales activities and customer support in a contact centre
10. Principles of performance management in a contact centre
11. Principles of resource planning in a contact centre
12. Principles of handling incidents through a contact centre
13. Principles of incident management through a contact centre
14. Principles of legal, regulatory and ethical requirements of a contact centre

The qualifications are regulated by Ofqual at Level 2 and 3 of the Qualifications Credit Framework (QCF). They have been developed to recognise the skills, knowledge and understanding of contact centre operations whether in employment, education or training.

Form of Assessment

Assessment takes the form of candidate completion of evidence checklists which are assessed by the centre and externally verified by OCR.

What other related OCR qualifications are available?

OCR offers a range of qualifications relevant to Customer Service Knowledge Certificates:

OCR Level 1 NVQ Award in Contact Centre Operations (10263)

OCR Level 1 NVQ Certificate in Contact Centre Operations (10264)

OCR Level 2 NVQ Certificate in Contact Centre Operations (10265)

OCR Level 3 NVQ Diploma in Contact Centre Operations (10268)

OCR Level 4 NVQ Diploma in Contact Centre Operations (10269)

Further details and Data Sheets are available from the OCR website: www.ocr.org.uk

Qualification support

The Centre Handbook is designed to provide 100% of the resources needed to deliver and mark the candidate's evidence assignments. The centre handbook is available to download from the OCR website: www.ocr.org.uk

If in doubt over any aspect of the assessment or administration of this qualification, please feel free to contact OCR's Customer Contact Centre, where staff will endeavour to answer your queries or redirect your call as necessary.

Fees

Centre Approval: Free

Candidate Entry: For current fees consult the OCR Fees List (A250)

The OCR Fees List (A250), which includes charges for centre evaluation, candidate registration and certification, is available from the OCR website.

What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation.

For further information, please get in touch with our Customer Contact Centre by phone: **(024 7685 1509)**; email: **vocational.qualifications@ocr.org.uk**; or in writing: OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.

A summary of how the approval process works is provided in our *Admin Guide for Vocational Qualifications* (publication ref. code: A850). Our Fees List contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website www.ocr.org.uk

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OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

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