

## Qualification Statement of Purpose

### IQ Level 2 Certificate in Principles of Contact Centre Operations (QCF) 600/6813/9

<b>Type of qualification</b>	QCF (Qualifications and Credit Framework)
<b>Credit</b>	13
<b>Guided Learning Hours</b>	93-104
<b>Overview of the qualification</b> <i>The primary and other outcomes that the qualification supports and how it supports them.</i>	The primary purpose of this qualification is to prepare you to enter a specific sector, job role and/or apprenticeship.
<i>Who is the qualification for? For example, is the qualification designed for someone already in work, seeking to enter work (which industry) or seeking to progress to further training or higher education?</i>	<p>The content of the qualification is generic and suitable for you if you are working, intending to work in or to better understand a variety of contact or call centre roles. As the qualification develops knowledge it is not necessary for you to be employed in the sector.</p> <p>This qualification is the knowledge based component of the Intermediate Level Apprenticeship in Contact Centre Operations. However, you may decide that you want to take this qualification outside of the apprenticeship because:</p> <p>For example, you may have financial or time restrictions which would mean taking all the components of an apprenticeship is unfeasible or your employer may not want you to for the same reasons.</p> <p>You may access the qualification through a training provider, for example, a college where there is no opportunity for employment, therefore the competence component of the apprenticeship is not an option.</p> <p>The full apprenticeship may not be relevant if you are an experienced adult or highly qualified, for example with the relevant competence skills for your role, but you still intend to gain recognition for your knowledge and understanding of contact centre operations. Taking the qualification outside of the apprenticeship may be appropriate to you because, for example, you do not have access to or the intention to perform some aspects of the job roles associated with the apprenticeship.</p> <p>You may be an adult seeking a second chance to gain recognition at an age at which taking an apprenticeship is no longer appropriate. It could also be the case that you meet the entry requirements to take this qualification but not those required for a full apprenticeship.</p>
<i>Are there any age restrictions?</i>	You must be at least 14 years old.
<i>What prior qualifications, attainment or experience does a learner need?</i>	There are no formal entry requirements. However, you should be able to work at level 1 or above and be proficient in the use of English Language.
<i>What is the content of the</i>	In the mandatory units, you will cover the principles of personal effectiveness and

*qualification? Give a summary of the key topics, skills and knowledge the learner will cover, which are core/optional, how they gain this learning and state what 'type' of qualification it is.*

*What specific knowledge, skills and competencies will the learner develop as a result of taking this qualification?*

**What does this qualification lead to?**

*Will the qualification lead to employment? Does the qualification allow the learner to meet specific requirements to enter a sector or job role? If it does, in which job roles and at what level? Please give examples of a specific occupation or occupational area that the qualification prepares the learner for or supports them in.*

*Will the qualification support progression to further learning? How does it support this? What are the progression qualifications and for what purpose? Please confirm which subjects/particular qualifications/apprenticeships learners can go onto study at a higher level.*

*Are there different-sized versions of this qualification, qualifications with a similar title, or is the qualification part of a set of qualifications with similar content? Please explain why the learner should take this particular one? Describe the rationale for the different sizes and levels of the qualification to help the learner and employer make an informed decision on which qualification is right for them.*

health and safety in contact centres and the principles of personal responsibilities and working in a business environment.

There are a range of optional units allowing you scope to choose those areas most relevant to you, including but not limited to the principles of: using systems and technology, communication, customer service, selling, sales activities, customer support, handling incidents and legal, regulatory and ethical requirements. The units are knowledge-based.

You will develop knowledge and understanding of using bespoke communication systems, handling customer contacts through communication media, solving problems, recording contact transactions, cold calling and selling.

Job roles this qualification could support you in include trainee agent, contact centre agent, help desk operative, sales advisor, customer service advisor, outbound/inbound sales agent, outbound/inbound customer service agent, telephone banking advisor or telesales operator. As the qualification is generic, you could work in these or similar roles a wide variety of sectors. As it is knowledge based, it will also be useful if you wish to improve and gain recognition of your understanding of these roles without necessarily intending to work in the directly.

You may progress to complete the Intermediate Apprenticeship in Contact Centre Operations by taking the competence component:

- Level 2 NVQ Certificate in Contact Centre Operations (QCF)

You could also progress to the Advanced Level Apprenticeship in Contact Centre Operations by completing the:

- Level 3 NVQ Diploma in Contact Centre Operations (QCF)
- Level 3 Certificate in Contact Centre Operations (QCF)

Other apprenticeship qualifications include the:

- IQ IAM Level 2 Diploma in Business Administration (QCF)
- IQ IAM Level 2 Diploma in Customer Service (QCF)
- IQ IAM Level 2 Diploma in Team Leading (QCF)

This progression is based upon overlapping subject matter and in the case of the Level 3 Certificate in Contact Centre Operations it is supported by the use of shared units. All of these qualifications are recognised by Skills CFA. They will broaden your skills set and increase your employability in business administration, customer service, contact centre, team leading or management roles in a variety of sectors.

Taking the IQ Level 2 Certificate in Principles of Contact Centre Operations (QCF) is appropriate to you and your employer if you are currently able to work at Level 1 and intend to support or better understand employment a contact or call centre related environment in one of the above roles without necessarily working, as the qualification is knowledge-based only; it also forms the technical certificate component of the Intermediate Level Apprenticeship in Contact Centre Operations.

Taking the IQ Level 2 NVQ Certificate in Contact Centre Operations (QCF) may be more appropriate to you if you are currently able to work at Level 1 and intend to gain recognition for your competence to work in such roles; it forms the technical certificate component of the same apprenticeship framework.

You might find that the Level 3 Certificate in Contact Centre Operations (QCF) (offered by other awarding organisations) is more appropriate for you if are able to work at Level 2 and intend to develop your knowledge and understanding of working

in a contact or call centre environment as a sales team leader, customer service team leader, contact centre team leader, product specialist supervisor, support analyst or contact centre manager. It also forms the technical certificate component of the Advanced Level Apprenticeship in Contact Centre Operations.

**Who supports this qualification?**

*Industry. Please say which employers, professional/trade bodies and/or Industrial Partnerships support the qualification.*

This qualification is valued by a range of employers and trade associations.

**Additional information**

*IQ Website:*

[www.industryqualifications.org.uk](http://www.industryqualifications.org.uk)

*IQ Telephone:*

01952 457452

*For further information:*

[info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk)