



Purpose statement

**NCFE Level 2 Certificate in Contact Centre
Operations
QN: 600/1292/4**

Purpose Statement

NCFE Level 2 Certificate in Contact Centre Operations (600/1292/4)

Qualification overview

The purpose of this qualification is to equip you with the knowledge you'll need to be able to work effectively, or progress into employment, in contact centres.

The qualification has been developed in partnership with industry experts and is based on the Council for Administration National Occupational Standards.

Who is this qualification for?

This qualification is ideal for you if you're working in, or want to work in, your first contact centre operations role, or if you're wanting to progress further in your contact centre career.

Age restrictions

This qualification is suitable for learners aged pre-16 and above.
Entry is at the discretion of the centre.

Entry requirements

You don't need to have any specific prior learning requirements to take this qualification, although you might find it useful if you've already completed qualifications in a relevant area at Level 1.

Qualification content

The purpose of this qualification is to provide you with the knowledge and understanding to progress into, or within, employment in the contact centre operations industry.

You will develop knowledge and an understanding of:

- job roles in the industry
- how to improve your personal effectiveness
- the importance of working in a team
- identifying risks to health and safety
- the actions to take in the event of a hazard
- the importance of health and safety in minimising risks
- employment rights and responsibilities, effective communication, and the different ways of communicating
- how to work with and support colleagues, plan and be accountable for your work, and understand the purpose of improving your performance.

The qualification consists of 3 mandatory units which will help you to achieve this knowledge and understanding:

- Unit 01 Principles of personal effectiveness in a contact centre (2 credits)

- Unit 02 Principles of health and safety in a contact centre (1 credit)
- Unit 03 Principles of personal responsibilities and working in a business environment (4 credits)

Please see the 'Unit breakdown' tab on the NCFE website lists the optional units available to meet your needs.

What type of qualification is this?

This is a vocational qualification with 93–104 guided learning hours. During this time you can expect to be involved in formal learning activities, which could include:

- classes and tutorials
- coaching and mentoring
- supervised practical work
- assessment where an Assessor is present.

The remaining time required to complete this qualification will be spent undertaking practical work to develop the skills, knowledge and understanding required to support you in your role in the workplace.

100 per cent of the qualification focuses on the development of skills, knowledge and understanding to support your work in a contact centre environment.

This qualification provides the knowledge requirements of the Intermediate Apprenticeship in Contact Centre Operations.

The qualification may be taken on a standalone basis if you're currently unemployed, or if you're unable to access the Apprenticeship and wish to progress into the industry.

Progression opportunities

Successful completion of this qualification can support your progression into employment in the contact centre industry in a variety of roles such as:

- trainee agent
- contact centre agent
- help desk operative
- sales advisor
- outbound sales agent
- inbound sales agent
- telephone banking advisor
- telesales operator.

If you're interested in progressing to further study at the next level of vocational learning, the following qualifications are available:

- Level 3 NVQ Diploma in Contact Centre Operations
- Level 3 Certificate in Contact Centre Operations
- [NCFE Level 3 Diploma in Customer Service \(601/3974/2\)](#)
- [NCFE Level 3 Diploma in Business Administration \(601/3965/1\)](#)

Similar qualifications

The NCFE Level 2 Certificate in Contact Centre Operations is the only contact centre operations qualification offered by NCFE.

Support for this qualification

The qualification is supported by employers in the contact centre industry.

For further information about these employers please contact NCFE on 0191 239 8000 or email us at customersupport@ncfe.org.uk