

Definition of NVQ levels – Contact Centre

NVQs and Apprenticeships are organised into levels, based on the competences required. The following definitions provide a general guide to the progression from level to level and the relationship between them.

Contact Centre Level 2 and 3

The units for these qualifications are available at three levels but units from different levels can be mixed in any one qualification. Each unit is assigned a value according to its level and size. To achieve a full NVQ a minimum total of Unit Values (UVs) must be achieved.

NVQ Level 2

Units requirement

100 UV's for Level 2

Apprenticeship

NVQ L2

Application of Number L1

Communication L1

Level 2 is designed to provide contact centre employees with the skills required to work effectively in a call centre and is suitable for working in an office environment or involved in telephone operations.

This qualification recognises the existing level of competence already delivered within the job role. A Level 2 qualification introduces skills to develop personal and organisational effectiveness and customer care.

NVQ Level 3

Units requirement

180 UVs for Level 3

Advanced

Apprenticeship

NVQ L3

Application of Number L2

Communication L2

Technical Certificate L3

Level 3 is for those who handle a wide range of complex tasks at supervisory and management level and can demonstrate appropriate skills. It is ideal for experienced customer service, contact centre agents and team leaders.

The NVQ is designed to recognise the skills of individuals in the UK who are working in occupations that require interaction with customers via electronic methods, and the management and operation of such facilities.

Areas of study for both levels include:

- Developing personal and organisational effectiveness
- Health and Safety in ICT and contact centre
- Customer care
- Interpersonal and written communication
- Remote support for products or services
- Contact centre systems and technology
- Direct selling and customer acquisition in contact centres