

UKTD



INTERMEDIATE APPRENTICESHIP IN CONTACT CENTRE (LEVEL 2)

City & Guilds
Approved Centre



COURSE INFORMATION

The Contact Centre industry is one of the United Kingdom's fastest growing sectors. Through the increasingly sophisticated developments in communications technology, contact centres are playing an important role as a central point for communicating with and supporting customers.

Many employers are starting to realise that how their employees respond to customers is vital to achieving customer satisfaction and loyalty. Employers recognise the key role contact centre staff plays in determining the quality of the contact centre experience. Therefore there is a need to raise contact centre standards by increasing the supply of people with high levels of communication skills to address the skills gaps and shortages found in contact centre organisations.

This Apprenticeship provides the opportunity to tap into the skills and talents of a diverse population by providing flexible entry routes into a career in contact centres. It helps to equip individuals with the skills, knowledge and experience needed to provide excellent contact centre skills in a range of sectors.

This qualification could be appropriate for jobs such as:

- Trainee Agent
- Contact Centre Agent
- Help Desk Operative
- Sales Advisor
- Customer Service Advisor
- Inbound/Outbound Sales Agent
- Inbound/Outbound Customer Service Agent
- Telephone Banking Advisor
- Telesales Operator

Duration of the Course - 12 months

Mandatory Units

- Comply with health and safety procedures in a contact centre
- Improve personal effectiveness at work in a contact centre

Optional Units*

- Deliver customer service through a contact centre
- Deal with incidents through a contact centre
- Promote additional services or products to customers
- Deliver customer service to difficult customers

Other Apprenticeship Requirements

- Personal Learning & Thinking Skills (PLTS), ERR Workbook and Functional Skills L1 in English & Maths

Course Structure

To achieve the **Intermediate Apprenticeship in Contact Centre Level 2**, learners must achieve **28** credits in total; **6** credits from the mandatory units and a total of **22** credits from the optional units. From the optional units, you will be able to select those that are most appropriate to your job role.

Progression

Once you have successfully completed your Level 2 qualification, you may wish to progress to Level 3 or another qualification appropriate to your personal development i.e. Customer Service or Management.

There are also privately funded qualifications you may wish to consider e.g. Award in Education and Training Level 3 or Training Assessment & Quality Assurance (TAQA) Level 3 and 4.

Please see our brochure for the full range of qualifications.

How the course is delivered

Your induction and the course will be delivered at your place of work where you will be visited by an experienced assessor who will help you develop the evidence for your electronic portfolio.

How to Apply

You can contact us in the following ways:



Please scan to send an email & we will get back to you to discuss your requirements

Go to our website: www.uktd.co.uk

Alternatively you can:

Telephone: 01442 230 130

Email us at: enquiries@uktd.co.uk

Or find us on:



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