

# Contact Centre Skills

## Level 2



### Who would benefit from this Certificate?

This qualification is aimed at learners who are in a working and/or learning environment. They will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a general contact centre environment. The qualification is designed to contribute towards the knowledge and understanding for the core units of the Level 2 NVQs in Contact Centre Operations while containing additional skills and knowledge.

### What does the qualification cover?

Learners are required to complete one mandatory unit plus a choice of one optional unit.

#### Mandatory units

- Health, safety and customer care

#### Optional units

- Selling through contact centres and personal and organisational improvement
- Contact centre systems and technology and personal and organisational improvement

#### Course overview

<b>Qualification:</b>	Certificate
<b>Credits:</b>	N/A
<b>Duration:</b>	Flexible
<b>Learning:</b>	Workplace
<b>Assessment:</b>	Assignments



For more information contact Optimas Training on 01709 33 11 63 or visit [www.optimas-training.co.uk](http://www.optimas-training.co.uk)

