



Intermediate Apprenticeship in Contact Centre Operations

The Apprenticeship framework for contact centre operations is implemented by SSC: Council for Administration. Further information can be found at <http://www.skillsfca.org/apprenticeships.html> and <http://www.afo.sscalliance.org/frameworkslibrary/>

Learners must be registered with and certificated for the overall Apprenticeship by the Council for Administration.

Intermediate Apprenticeship in Contact Centre Operations

This apprenticeship is for Trainee Agents, Contact Centre Agents, Help Desk Operatives, Sales Advisors, Customer Service Advisors, Outbound Sales Agents, Inbound Sales Agents, Outbound Customer Service Agents, Inbound Customer Service Agents, Telephone Banking Advisors and Telephone Sales Operators, using bespoke communication systems, handling customer contacts through communication media, solving problems, recording contact transactions, cold calling and selling.

Intermediate Apprenticeship in Contact Centre Operations consists of the following components:

Components	IQ Qualification	QUAN number	Individual price
Competence qualification	IQ Level 2 NVQ Certificate In Contact Centre Operations* (QCF)	600/5106/1	£50.00
Knowledge (Technical Certificate) Qualification	IQ Level 2 Certificate in Principles of Contact Centre Operations (QCF)	600/6813/9	£35.00
Functional Skills	IQ Functional Skills Qualification in Mathematics at Level 1 or	601/0244/5	£13.50
	IQ Functional Skills Qualification in Mathematics at Level 2 and	601/0173/8	
	IQ Functional Skills Qualification in English at Level 1 or	601/0243/3	£13.50
	IQ Functional Skills Qualification in English at Level 2	601/0530/6	
Employee Rights and Responsibilities (ERR)	Employment Rights and Responsibilities (ERR) is embedded in the knowledge qualification.		N/A
Personal Learning and Thinking Skills (PLTS)	Mapped and embedded.		N/A
Individual total cost is £112 Bundled cost is £105.00			

Key= * Denotes qualification is listed on LARA

Learners may undertake the various components with different awarding organisations.