

Contact Centre NVQ Level 2



To gain the full NVQ you must achieve a minimum total unit value of 100. You must complete both Mandatory units and can choose a maximum of two of the Restricted Option units.

Mandatory Units:

- Develop personal and organisational effectiveness (Value: 15)
- Health and safety in ICT and contact centres (Value: 5)

Optional Units:

- Contact centre systems and technology (Value: 20)
- Customer care (Value: 20)
- Direct selling and customer acquisition in contact centres (Value: 20)
- Interpersonal and written communications (Value: 15)
- Remote support for products or services (Value: 20)

Restricted Optional Units:

- Use IT systems (Value: 15)
- Use IT to exchange information (Value: 15)
- General uses of IT (Value: 15)
- Use IT software (Value: 15)
- Internets and Intranets (Value: 15)
- Email (Value: 15)
- Word processing software (Value: 15)
- Spreadsheet software (Value: 20)
- Database software (Value: 20)
- Specialist or bespoke software (Value: 20)
- Sector specific unit (Value: 20)

Please contact us on 0114 281 5718 for more information



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