



Level 1 **Award/Certificate**/Diploma in Digital Contact Centre
Operations
603/6290/X-603/6291/1-603/6289/3

Qualification aim

This qualification informs and guides learners through the process of sourcing, applying for and securing employment in a digital call centre environment. It provides a structured route with knowledge and skills in both the generic skills required and the specific industry introduction skills and knowledge

Qualification introduction

This qualification is made up all mandatory units that will help learners to develop an understanding of requirements in order to secure employment relative to the digital contact centre environment and their capabilities and aspirations within it. The units are a step by step process to prepare, source and secure employment in the environment both generic and specific. Learners who complete the units will be equipped with the knowledge, skills and resources to initiate and remain engaged with within the industry to suit their circumstances.

Assessment

In order to achieve this qualification a learner must complete all units as mandatory. The assessment criteria determine the standard required to achieve each unit and allow for a variety of assessment methods to be used as appropriate to the environment the qualification is delivered in. There is no examined assessment element in this qualification.

Progression

On completion of this qualification learners will be prepared to progress to level 2 qualifications in a range of occupations within the sector, this could include but not limited to apprenticeships.

Achievement

Award – learners must achieve a minimum of 10 credits, 8 by completing the 3 mandatory units and the remaining 2 credits achieved by undertaking any combination of optional units

Certificate – learners must achieve a minimum of 14 credits, 11 by completing the 4 mandatory units and the remaining 3 credits by undertaking any combination of optional units

Diploma - learners must achieve a total of 40 credits by completing all of the units in order to gain the qualification

Qualification Number		603/6290/X- 603/6291/1-603/6289/3
Qualification Framework		RQF
Title		Digital Contact Centre Operations
Qualification Level		Level 1
Guided Learning Hours		95/140/375 GLH
Total Qualification Time		100/140/400 TQT
Qualification Credit Value		10/14/40 Credits
Qualification Grading Structure		Pass / Fail

Unit Title	Mandatory/Optional	Existing Unit	GLH	TQT	Credit Value	Grading
Produce A CV	M	D/617/1562	35	40	4	Pass / Fail
Succeed at an Interview	M	H/617/1563	25	30	3	Pass / Fail
Behaviour and Standards at Work	M M M	R/617/1560	20	20	2	Pass / Fail
Select and set up digital devices / systems	M	J/617/6593	35	40	4	Pass / Fail
Using a keyboard, pointing device or touchscreen	M	L/617/6594	10	10	1	Pass / Fail
Basic use of digital devices / systems	M M	R/617/6595	30	30	3	Pass / Fail
Digital presence, awareness and safety	M M M	Y/617/6596	35	40	4	Pass / Fail
Digital technology in the workplace	M	H/617/6598	35	40	4	Pass / Fail

Introduction to using Word Processing Software	M	K/617/6604	20	20	2	Pass / Fail
Introduction to using the Internet	M	K/617/6599	20	20	2	Pass / Fail
Introduction to using E-Mail	M	R/617/6600	20	20	2	Pass / Fail
Supporting customers by working with others in a contact centre	M	D/618/3288	20	20	2	Pass / Fail
Provide contact centre customer service	M M M	H/618/3289	20	20	2	Pass / Fail
Outgoing telephone communication and sales	M	Y/618/3290	20	20	2	Pass / Fail
Incoming telephone communication and sales	M	D/618/3291	10	10	1	Pass / Fail
Portray a customer-friendly and positive attitude in a call centre environment	M	H/618/3292	20	20	2	Pass / Fail
Total			375	400	40	Pass / Fail