

Pearson BTEC Certificate in Certificate in Contact Centre Operations (L2)

Description

The Edexcel BTEC Level 2 Certificate in Contact Centre Operations (QCF) has been developed to give learners the opportunity to:

- engage in learning that is relevant to them and which will provide opportunities to develop a range of skills and techniques, personal skills and attributes essential for successful performance in working life
- achieve an internationally recognised level 2 vocationally-related qualification
- progress to employment in a particular vocational sector
- progress to related general and/or vocational qualifications.

Units

- Principles of Personal Effectiveness in a Contact Centre
- Principles of Health and Safety in a Contact Centre
- Principles of Personal Responsibilities and Working in a Business Environment
- Principles of Communication and Customer Service in a Contact Centre
- Principles of Selling in a Contact Centre
- Principles of Legal, Regulatory and Ethical Requirements of a Contact Centre

Registration Fee: J\$1,000.00

Tuition: J\$52,000.00 plus £80.50 for Edexcel assessment and certification