

BTEC Career Path for Contact Centres

an exciting range of work based learning programmes, designed to meet the specific needs of organisations with contact centres and their employees



The BTEC Career Path for Contact Centres is a four stage training and development programme that provides structured career development for those working within contact centres and customer services, from the point at which they join right through to being a manager.

Overview

The achievement of the required skills and knowledge at each stage is acknowledged through internationally recognised qualifications, which support other customer service and contact centre awards, including further stages within BTEC Career Path for Contact Centres.

The Career Path combines the quality assurance, certification and on-line testing experience of the international awarding body Edexcel with an innovative on-line Learning Management System (LMS), based on QPC's Séntrel, which enables organisations and individuals to manage their progress and receive all the learning materials and content they need to advance.

In the UK the Career Path is also mapped to both the e-skills UK National Occupational Standards (NOS) and the Contact Centre Careers and Skills Framework.

If you are a business looking to implement the BTEC Career Path for your employees QPC's training teams will provide effective and efficient coaching and workshop support so that your employees and your business get the most from your investment in the qualifications.

Alternatively, if you are a training provider or want to be able to support the BTEC Career Path within your own organisation, QPC can provide Partner Support through facilitator training and additional services that will enable you to gain quickly the skills and accreditations needed.

How it Works

The BTEC Career Path for Contact Centres

offers organisations visible recognition of their employees' skills and knowledge through certification by recognised international body Edexcel, and also access to the innovative, relevant and current work based learning material through an LMS.

The BTEC Career Path Stages 1 to 3 use the BTEC online testing platform enabling online registration and subsequent online testing through a multiple choice test at the end of each stage. Following registration, learners are given individual access to the LMS containing the support material.

Having completed the LMS modules and attended the facilitated workshops (in-house or external), learners are eligible to undertake the multiple choice test using the BTEC online testing platform. Achievement of the relevant stage test is recognised by the issue of a BTEC qualification at Stages 1 and 2 and a BTEC Career Path Certificate at Stage 3.

Process Overview

1. Learners are registered for the stage they wish to take using the Edexcel ExamManager. Following test entry, non-personal information is passed to the LMS to allow access by the learner.
2. The learner, by accessing the LMS, works through the modules within the chosen stage supported by coaching and workshops.
3. When appropriate, the learner is entered for the relevant test, attends the test centre and undertakes the multiple choice test in accordance with the BTEC Online Testing Procedure.
4. Successful completion of the online test will trigger the printing of the qualification for return to learner through the registering centre.

Features of the BTEC Career Path from QPC include:

- coaching and workshop support with experienced facilitators
- easy on-line registration for participants and organisations
- better management through access to the on-line Learning Management System
- comprehensive learning materials and module support through an on-line LMS
- efficient and effective on-line testing for qualifications at accredited centres
- customisation of support modules
- integration of your own learning materials
- customisation of the LMS and management reporting to suit your specific requirements





'Each stage can be taken individually or can be combined to form a complete career progression package.'

Edexcel Level 1 BTEC Award in Introduction to Contact Centres

- Module 1 Head Start - An introduction to the contact centre industry
- Module 2 Head Start - Embarking on your Career Path

Edexcel Level 2 BTEC Award in Contact Centre Skills

- Module 1 First Steps an Introduction
- Module 2 The Contact Centre and You
- Module 3 What we all need to know about regulations
- Module 4 Successful Call Handling
- Module 5 Balancing your customers and your organisation
- Module 6 Finding out what your customers need
- Module 7 If things get tricky
- Module 8 Putting it in writing
- Module 9 Putting yourself in the customer's shoes
- Module 10 Winning teamwork

Edexcel Level 3 BTEC Certificate for Team Leaders

- Module 1 Leadership
- Module 2 Coaching
- Module 3 Team Building
- Module 4 Communication
- Module 5 Managing Change
- Module 6 Managing People
- Module 7 Performance Management
- Module 8 Planning and Organisation
- Module 9 Contact Centre Technology
- Module 10 What we all need to know about regulations

Edexcel Career Path Level 4: BTEC Career Path Level 4 Certificate for Managers

- Introduction and 6 Modules
- Module 1 Customer Relationships
- Module 2 Managing People
- Module 3 Business Performance
- Module 4 Organisations and Facilities
- Module 5 Customer Service Delivery
- Module 6 Contact Centre Trends

Benefits of the BTEC Career Path for the employer are:

- employee competence improved in mission critical areas - by targeting and focusing on specific modules, relevant to any critical areas
- operational efficiency improved - flexible learning provides more effective delivery timescales
- attrition rates reduced - recruiting and training employees committed to the industry by introducing the introductory Stage 1 and committing them to a genuine career path
- objective assurance of training outcomes - work-based blended learning programmes focused on company objectives not theory

If you would like to find out more about how BTEC Career Path could be of direct benefit to your organisation, call,

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