MARKETING MATERIALS FOR YOU
PLACE YOUR LOGO HERE

Highfield Level 1 NVQ Award in Contact Centre Operations (RQF)

QUALIFICATION NUMBER: 601/4784/2

WHO REQUIRES THIS QUALIFICATION?

The objective of this qualification is to prepare learners for employment in the contact centre industry. The qualification provides learners with the knowledge, understanding and skills needed to work in this sector.

WHY A HIGHFIELD QUALIFICATION?

Highfield is the leading provider of regulated compliance qualifications in the UK, certificating over 350,000 learners a year.

We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance your career prospects.

COURSE DATES Replace this text with YOUR COURSE DATES

BOOK NOW Replace this text with YOUR BOOKING INFORMATION

1 LEVEL

CUSTOMER SERVICE FACT SHEET

ASSESSED BY PORTFOLIO OF EVIDENCE

Insert Course Duration

REGULATED BY:

OFQUAL

CCEA

QUALIFICATIONS WALES

WHAT DOES THE QUALIFICATION COVER?

Topics include:

- improving personal effectiveness at work in a contact centre
- complying with health and safety procedures in a contact centre

Learners must also choose a number of other topics, based on the optional units available to them.



Highfield Qualifications
Approved Highfield Centre

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