

NCFE Level 2 Certificate in Contact Centre Operations



Objectives

- ◆ 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 using systems and technology in a contact centre

Topics/Content outline

1. describe the steps in performance review processes.
2. list the expectations defined by the job role for working in a contact centre.
3. explain the procedures and techniques relating to health and safety.
4. list the types of hazard relevant to a contact centre.
5. identify the main points of contracts of employment.
6. Being safe and healthy at work
7. describe different methods of communication.
8. assessing how this relates to work.

Target Audience

Duration

(14 Credit) 140 hrs :Total Qualification time TQT – Guides Learning

Price

600 BD

Preparation for Life and Work

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