

# Edexcel Levels 1 and 2 NVQs in Contact Centre Operations and Levels 3 and 4 NVQs for Contact Centre Professionals

## Changes to Standards and Guidance Notes for Centres

### CHANGES TO NATIONAL OCCUPATIONAL STANDARDS (NOS) AND QUALIFICATION STRUCTURES

1 Following feedback from centres and awarding bodies, e-Skills have agreed changes to the NOS and qualification structure for IT, Communication Technology and Contact Centres.

2 Changes, with timescales for implementation, are given below:

Change	Implementation date
The addition of the new optional area of competence (AoC) 'Incident management' in Contact Centres – see new qualification structure attached.	From 1 <sup>st</sup> April 2006
Moving 'Email' from restricted to general options for Contact Centres.	From 1 <sup>st</sup> April 2006
Increased points value for AoC 'Developing personal and organisational effectiveness' – see new qualification structure attached.	From 1 <sup>st</sup> April 2006
Accredited units from any suite of S/NVQs which are relevant to the candidate's job role can now be included in the sector specific unit.	Effective immediately
Specialist or bespoke software units can be used in a similar way to the Edexcel Levels 1, 2 and 3 for IT Users qualification.	Effective immediately

3 To reflect these changes centre guidance and candidate guidance documents will be revised and posted on our website. Documents relating to the new 'Incident Management' unit will also be posted on our website. An updated issue of the CD ROM, containing all the materials relating to this qualification, will be available in the near future.

### NOTES AND CLARIFICATIONS

4 Sector-specific units Contact Centre, IT Practitioners and IT Users

All imported units, including sector specific units, are allocated a unit value determined by the lowest level at which the unit is used in the originating Sector Body's qualification suite. All imported units are allocated the base value corresponding to that level with the exception of the named Project Management units which are single-element units and are therefore classed as 'small' units.

For example a unit used within an originating Sector Body's qualifications at both levels 3 and 4 is allocated a UV of 30.

## 5 Specialist or bespoke software units Contact Centre and IT Users

The specialist or bespoke software unit can use any customised or relevant company-specific software found in the candidate's workplace.

Centres must apply to Edexcel for approval to offer the specialist or bespoke software unit. Centres cannot offer these units until they have received formal notification from Edexcel confirming that the units have been approved and added to a centre's NVQ structure. Please refer to Edexcel Levels 1 and 2 NVQs in Contact Centre Operations and Levels 3 and 4 NVQs for Contact Centre Professionals Guidance to centres (Publications code: N015906).

Information on how to apply for approval is on the Edexcel website: [www.edexcel.org.uk](http://www.edexcel.org.uk) in the NVQ section.

### **GUIDANCE MATERIALS FOR EDEXCEL LEVELS 1 AND 2 NVQS IN CONTACT CENTRE OPERATIONS AND LEVELS 3 AND 4 NVQS FOR CONTACT CENTRE PROFESSIONALS**

6 Centre and candidate guidances for Edexcel Levels 1 and 2 NVQs in Contact Centre Operations and Levels 3 and 4 NVQs for Contact Centre Professionals are available from our website: [www.edexcel.org.uk/quals/nvq/centres/1/cco/](http://www.edexcel.org.uk/quals/nvq/centres/1/cco/)

7 A CD ROM (Publications code: N015906) containing all the materials relating to this qualification can be ordered online from our website: [www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820](http://www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820)

The CD ROM contains the following documents:

- PowerPoint Presentation
- Centre Guidance
- Candidate Guidance
- Unit Tracking Sheets\*
- Assessment Guidance
- General Tracking Sheets
- National Occupational Standards

\*The Unit Tracking Sheets or logbooks (Publications code: N016166) can also be purchased in a hard copy version.

## **ACCESS TO INFORMATION ABOUT MANAGEMENT IMPORTED UNITS**

Although on the CD ROM there is a link to the NOS for these units we have now established more links for ease of information.

The information provided here is a summary of the units only, intended to give enough information to judge the suitability of content. For qualifications the full unit specification should be used.

## **MANAGING PEOPLE AND RESOURCES (MANAGEMENT NOS)**

Guidance to centres (Publications code: N004394) and evidence log (Publications code: 06005197) for the above AoC can be viewed and ordered from Edexcel's website, please click on these links:

[www.edexcel.org.uk/quals/nvq/mgt/3/q1028319/](http://www.edexcel.org.uk/quals/nvq/mgt/3/q1028319/)

[www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820](http://www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820)

To view and/or obtain a copy of the Management National Occupational Standards, please click on these links: [managers.org.uk/msu2001/](http://managers.org.uk/msu2001/)  
[www.management-standards.org/](http://www.management-standards.org/)

### **Unit titles**

#### **Level 3**

Support the efficient use of resources

Contribute to the selection of personnel for activities

Contribute to the development of teams and individuals

Lead the work of teams and individuals to enhance performance

Respond to poor performance in your team

Facilitate meetings

#### **Level 4**

Contribute to improvements at work

Manage the change in organisational activities

Manage the use of physical resources

Manage the use of financial resources

Select personnel for activities

Develop teams and individuals to enhance performance

Manage the performance of teams and individuals

Deal with poor performance in your team

Chair and participate in meeting

#### **Level 5**

Determine the effective use of resources

Delegate work to others

## **MANAGING QUALITY (MANAGEMENT NOS)**

Guidance to centres (Publications code: N004394) and evidence log (Publications code: 06005196) for the above AoC can be viewed and ordered from Edexcel's website, please click on these links:

[www.edexcel.org.uk/quals/nvq/mgt/4/q1028322/](http://www.edexcel.org.uk/quals/nvq/mgt/4/q1028322/)

[www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820](http://www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820)

To view and/or obtain a copy of the Management National Occupational Standards, please click on these links: [managers.org.uk/msu2001/](http://managers.org.uk/msu2001/)  
[www.management-standards.org/](http://www.management-standards.org/)

#### **Units titles**

##### **Level 3**

Provide advice and support for the development and implementation of quality systems

Carry out quality audits

##### **Level 4**

Provide advice and support for the development and implementation of quality policies

Implement quality assurance systems

##### **Level 5**

Manage continuous quality improvement

#### **PROJECT MANAGEMENT (PROJECT MANAGEMENT NOS)**

To view and/or obtain a copy of the Project Management National Occupational Standards, please click on this link: [www.apm.org.uk/resources/ocstandards.htm](http://www.apm.org.uk/resources/ocstandards.htm)

#### **Units titles**

##### **Level 4**

Develop operational objectives for the project

Develop a detailed schedule for the project

Identify perceived risks and evaluate options for their control

Co-ordinate, monitor and control project schedules

Control hand-over of responsibility for the project

Ensure the completion of project activities

##### **Level 5**

Develop strategic objectives for the project

Identify and evaluate options for the project

Prepare the business case for the project

Prepare a project brief

Identify strategic risk and evaluate options for minimising project risk

Develop outline programmes or schedules for projects

Specify activities for project schedules

Review the progress of projects

Evaluate projects

#### **SUPPORTING LEARNING AND DEVELOPMENT (LEARNING AND DEVELOPMENT NOS)**

Guidance to centres (Publications code: N012454) and candidate guidance and logbook (Publications code: N012448) for the above AoC can be viewed and ordered from Edexcel's website, please click on these links:

[www.edexcel.org.uk/quals/nvq/learn-dvpmt/3/q5000031/](http://www.edexcel.org.uk/quals/nvq/learn-dvpmt/3/q5000031/)

[www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820](http://www.edexcel.org.uk/sfc/ServicesPublications.aspx?id=65820)

To view and/or obtain a copy of the Learning and Development National Occupational Standards, please click on these links:  
[www.bps.org.uk/professional-development/nos/standards/standards\\_home.cfm](http://www.bps.org.uk/professional-development/nos/standards/standards_home.cfm)  
[www.empnto.co.uk/](http://www.empnto.co.uk/)

### **Unit titles**

#### **Level 3**

Identify individual learning aims and programmes

Agree learning programmes with learners

Develop training sessions

Enable learning through presentations

Enable learning through demonstrations and instruction

Enable individual learning through coaching

Enable group learning

Support learners by mentoring in the workplace

Support and advise individual learners

Monitor and review progress with learners

Support competence achieved in the workplace