

Hull College has an excellent reputation, regionally, nationally and internationally.

- Last year we enrolled 33,000 students
- The Group employs 2,078 staff
- The Group has a turnover of £66m
- We were awarded 'Outstanding' in our 2008 Ofsted inspection. The college was nationally-recognised for its ability to respond to employers needs – "Employers speak positively of the confidence their employees gain and the good level of industrial skills they develop".
- European Framework for Quality Management (EFQM)- 5* Recognition.
- TQS- Training Quality Standard awarded for its outstanding approach to employers. The Training Quality Standard recognises and celebrates the best organisations delivering training to employers.
- A member of the 157 Group, a representative body made up of some of the most successful colleges in the UK.
- Hull College works with large international companies such as BP , British Aerospace , P&O Ferries ,

www.hull-college.ac.uk



Improve your Business through City & Guilds Level 2 NVQ in Contact Centre Operations

Designed to improve efficiency and staff retention

Training and Business Benefits

- Fully accredited with City & Guilds
- Delivered in your workplace to suit your business needs
- Supported by funding accessed by us
- Using industry experienced and qualified trainers
- Commercially proven to aid call centre working as its previously been completed in small, medium and large call centres in the UK
- Delivers measurable impact to your organisation in terms of – improved customer satisfaction levels, lower staff turnover levels, and improved business activity.

The units are available at three levels but it is possible that you could mix units from different levels in any one qualification.

Mandatory units (candidates must do)

- Develop personal and organisational effectiveness (20)
- Health and safety in ICT and contact centres (5)

Optional units (choice of over 40) for example a candidate could select a minimum of 75 UV's from the following:

- Contact Centre systems and technology (20)
- Customer care (20)
- Direct selling and customer acquisition in Contact Centres (20)
- Interpersonal and written communications (15)
- Remote support for products or services (20)

Each unit is assigned a value according to its level and size and to achieve a full NVQ, candidates must achieve a minimum total of Unit Values (UV). Candidates must complete 100 UV's to achieve a Level 2 qualification, an example is shown below



Customer case study

Tunstalls

Hull College Group delivered the Contact Centre Operations Level 2 NVQ to Tunstall's employees at the company's two local sites. Employees studied in their workplace and a trainer from the College assessed them while they worked.

Craig Newsome, CSC Manager, Tunstalls

"The most interesting change I have noticed in the people studying the NVQ is their increased awareness and questioning of what is going on around them. They are feeling more confident in challenging the tasks and processes they normally follow and are looking for improvements. They are also gaining more knowledge of the bigger picture and feeling more valuable as they appreciate how their roles contribute to the business as a whole".

