

# Contact Centre Operations NVQ L2 Certificate mandatory unit content



This map accompanies the PLTS Guide for practitioners which can be downloaded from [www.cfa.uk.com](http://www.cfa.uk.com)  
The guide includes:

- an explanation about the importance of PLTS
- general principles for delivery
- where there is little or no coverage in the mandatory units, illustrations of where PLTS can be found in the optional units
- illustrations of PLTS in Functional Skills, ERR and other processes.

Independent Enquiry	INDEPENDENT ENQUIRY					
	Identify questions to answer and problems to resolve	Plan and carry out research, appreciating the consequences of decisions	Explore issues, events or problems from different perspectives	Analyse and evaluate information, judging its relevance and value	Consider the influence of circumstances, beliefs and feelings on decisions and events	Support conclusions, using reasoned arguments and evidence
<b>Contact Centre Operations NVQ L2 Certificate mandatory unit content</b>						
<b>T/503/0342: Improve personal effectiveness at work in a contact centre</b>						
LO1: Be able to assess personal effectiveness in a contact centre				1.1		
LO2: Be able to carry out development activities to improve personal effectiveness in a contact centre						
LO3: Be able to work with others in a contact centre team to improve personal performance				3.1		
LO4: Understand how to improve personal effectiveness in a contact centre		4.1; 4.2		4.3		
<b>D/503/0352: Comply with health and safety procedures in a contact centre</b>						
LO1: Be able to comply with organisational health and safety procedures in a contact centre						1.6
LO2: Be able to minimise health and safety risks relating to the job role in a contact centre						
LO3: Understand the principles of health and safety in a contact centre						3.4

## Effective Participation

### EFFECTIVE PARTICIPATION

Discuss issues of concern seeking resolution where needed

Present a persuasive case for action

Propose practical ways forward breaking these down into manageable steps

Identify improvements that would benefit others as well as themselves

Try to influence others, negotiating and balancing diverse views to reach workable solutions

Act as an advocate for views and beliefs that may differ from their own

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4.1; 4.2

4.3

##### D/503/0352: Comply with health and safety procedures in a contact centre

LO1: Be able to comply with organisational health and safety procedures in a contact centre

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LO2: Be able to minimise health and safety risks relating to the job role in a contact centre

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3.4

## Team Working

### TEAM WORKING

Collaborate with others to work towards common goals

Reach agreements, managing discussions to achieve results

Adapt behaviour to suit different roles and situations, including leadership roles

Show fairness and consideration to others

Take responsibility, showing confidence in themselves and their contribution

Provide constructive support and feedback to others

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Self Management	SELF MANAGEMENT						
	Seek out challenges or new responsibilities and show flexibility when priorities change	Work towards goals, showing initiative, commitment and perseverance	Organise time and resources, prioritising actions	Anticipate, take and manage risks	Deal with competing pressures, including personal and work-related demands	Respond positively to change seeking advice and support when needed	Manage their emotions and build and maintain relationships
Contact Centre Operations NVQ L2 Certificate mandatory unit content							
T/503/0342: Improve personal effectiveness at work in a contact centre							
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LO3: Be able to work with others in a contact centre team to improve personal performance	3.3	3.3					
LO4: Understand how to improve personal effectiveness in a contact centre			4.6				
D/503/0352: Comply with health and safety procedures in a contact centre							
LO1: Be able to comply with organisational health and safety procedures in a contact centre							
LO2: Be able to minimise health and safety risks relating to the job role in a contact centre		2.2	2.1				
LO3: Understand the principles of health and safety in a contact centre							

## Reflective Learning

### REFLECTIVE LEARNING

Assess themselves and others, identifying opportunities and achievements

Set goals with success criteria for their development and work

Review progress, acting on the outcomes

Invite feedback and deal positively with praise, setbacks and criticism

Evaluate experiences and learning to inform future progress

Communicate their learning in relevant ways for different audiences

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## Creative Thinking

### CREATIVE THINKING

Generate ideas and explore possibilities

Ask questions to extend their thinking

Connect their own and others' ideas and experiences in inventive ways

Question their own and others' assumptions

Try out alternatives or new solutions and follow ideas through

Adapt ideas as circumstances change

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LO4: Understand the principles underpinning personal and organisational effectiveness in a contact centre						