

CfA
6 Graphite Square
Vauxhall Walk
London SE11 5EE
info@cfa.uk.com
Tel: 020 7091 9620
Fax: 020 7091 7340
www.cfa.uk.com



Assessment Strategy

Contact Centre Operations

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1. Introduction

- 1.1 The Contact Centre Operations Assessment Strategy is designed to provide awarding organisations/bodies with a robust and flexible approach to deliver assessment for Contact Centre NVQs / SVQs and competence-based qualifications.

2. External quality control

- 2.1 Awarding organisations/bodies will provide qualifications and quality assurance that support their delivery to all Contact Centre Operations NVQs/SVQs and competence-based qualification assessment centres in line with regulatory requirements in England, Scotland, Wales and Northern Ireland.
- 2.2 Awarding organisations/bodies will carry out standard risk assessments in each Contact Centre Operations NVQ / SVQ and competence based qualification assessment centre and manage all identified risks appropriately.
- 2.3 Awarding organisations/bodies will consistently apply external verification processes at all Contact Centre Operations NVQ / SVQ and competence-based qualification assessment centres, underpinned by standard risk assessment and risk management processes.
- 2.4 Awarding organisations/bodies will supply the CfA: Business Skills @ Work (CfA) with quarterly reports on registration and achievement data at qualification level

3. Assessing performance

- 3.1 Assessment of Contact Centre Operations NVQs /SVQs at Levels 2 to 4 must be based on candidate performance at work.
- 3.2 The Level 1 NVQ/SVQ in Contact Centre Operations can be assessed in the workplace and/or a in a realistic working environment (see 4. below), depending on what is the most appropriate
- 3.3 Units which have been imported by the CfA in their Contact Centre Operations NVQs/SVQs will be assessed in compliance with the imported assessment strategies.

4. Realistic working Environment for NVQ/SVQ units

- 4.1 Only the Level 1 NVQ/SVQ in Contact Centre Operations can be assessed in a realistic working environment.
- 4.2 Awarding organisations/bodies will provide guidance for centres on RWEs. Awarding organisations/bodies will make sure RWEs, "provide an environment which replicates the key characteristics of the workplace in which the skill to be assessed is normally employed".

5. Occupational expertise to assess performance, and moderate and verify assessments

5.1 Candidates work achievements must be assessed, moderated or verified at work by:

- a. **Assessors, moderators** or **verifiers** who have achieved, or are working towards achievement of, the appropriate regulatory body approved qualifications for assessment, moderation or verification;

OR

b. A **trainer, supervisor** or **manager**, elected by an employer, who must either:

1. Have achieved, or be working towards achieving, appropriate regulatory body approved unit qualifications for assessment, moderation or verification;

OR

2. Seek guidance and approval from their awarding organisation/body to demonstrate that the;

- Organisation/body has appropriate processes in place to facilitate assessment, moderation or verification functions;
- Trainer, supervisor or manager is able to map their training and/or qualifications in assessment, moderation or verification skills and knowledge 100% to the National Occupational Standards upon which the qualifications above are based. This is known as the employer direct model.

5.2 **Assessors** must be occupationally competent to make Contact Centre Operations assessment judgements about the level and scope of individual candidate performance at work; and occupationally competent to make assessment judgements about the quality of assessment and the assessment process.

5.3 **External Moderators / Verifiers** or **Internal Moderators / Verifiers** must be occupationally competent to make Contact Centre Operations moderation and verification judgements about the quality of assessment and the assessment process.

5.4 Awarding organisations/bodies will supply information on the requirements for internal and external moderation / verification activities to Contact Centre Operations assessment centres.

5.5 The CfA and awarding organisations/bodies require all assessors, moderators and verifiers to have a sound knowledge and understanding of Contact Centre competence to deliver these functions. The CfA recognises this can be achieved in many ways but must be recorded in individual continual professional development (CPD) records that are maintained in Contact Centre Operations assessment centres.