

# Vocational Education and Training Award for Call Centre Agents

## Applying for this course:

To apply for this course, you should be 16 years of age or older and literate in Maltese and English. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.jobsplus@gov.mt) stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ғal Far BBG3000.

## Course Duration

This course is of 85 hours duration and consists of five Modules:

- Module 1 is of 14 hours duration - (including 1-hour assessment)
- Module 2 is of 14 hours duration - (including 1-hour assessment)
- Module 3 is of 19 hours duration - (including 1-hour assessment)
- Module 4 is of 19 hours duration - (including 1-hour assessment)
- Module 5 is of 19 hours duration - (including 1-hour assessment)

## General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions and hands-on exercises. The trainer will also be holding lessons with the learners which will consist of various presentations and case studies.

## General assessment policy and procedures for this course:

The learner will be assessed through an ongoing assessment for learning by way of oral, written or practical exercises that will take place throughout each module, to assess and consolidate the learning being covered.

## Module 1 Learning Outcomes - **What is a Call Centre**

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| ✓ Describe the products or services of the call centre to customers in accordance with organisational guidelines | ✓ Carry out tasks within the call centre with no need of constant supervision        |
| ✓ Anticipate or identify possible new services that can be rendered through a call centre                        | ✓ Identify how an effective call centre can help an organisation be more competitive |
|  | ✓ Deal with inbound and outbound calls autonomously                                  |

**Module 1 Assessment:** The assessment paper will be divided into 2 sections:

- Section A – Multiple choice questions, which all need to be answered. This section carries 30% of the total marks.
- Section B – Long answer essay questions. This section carries 70% of the total marks.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

## Module 2 Learning Outcomes – Call Centre Tools and Terminology

<ul style="list-style-type: none"><li>✓ Log onto the technology systems by adhering to the call centre's procedures</li><li>✓ State how to respond to prompts from the system indicating the pathway to be followed</li><li>✓ Carry out tasks by using systems and technology to handle customer calls;</li></ul>	<ul style="list-style-type: none"><li>✓ Deal with customers by answering the phone, taking or leaving messages, transferring calls and setting the call waiting mechanism</li><li>✓ Identify the categories of customer calls that call centre agents are authorised to handle</li><li>✓ Manage calls through the call management system.</li></ul>
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**Module 2 Assessment:** The assessment paper will be divided into 2 sections:

- Section A – Multiple choice questions, which all need to be answered. This section carries 30% of the total marks.
- Section B – Long answer essay questions. This section carries 70% of the total marks.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

## Module 3 Learning Outcomes – The Workplace

<ul style="list-style-type: none"><li>✓ Evaluate the health and safety risks relevant to the job role</li><li>✓ Explain how to lift and handle objects safely</li><li>✓ Participate in team tasks that provide on-the-job learning opportunities</li></ul>	<ul style="list-style-type: none"><li>✓ Work with others in a team to improve personal performance</li><li>✓ Conclude a call, in accordance with organisational procedure</li><li>✓ Hand over customer contracts to others in the call centre</li></ul>
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**Module 3 Assessment:** The assessment paper will be divided into 2 sections:

- Section A – Multiple choice questions, which all need to be answered. This section carries 30% of the total marks.
- Section B – Long answer essay questions. This section carries 70% of the total marks.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

#### Module 4 Learning Outcomes – Customer Service Skills

<ul style="list-style-type: none"><li>✓ Greet customers in accordance with organisational guidelines</li><li>✓ Meet customer expectations of respect and politeness when delivering service within defined limits</li><li>✓ Meet organisational and regulatory requirements during the contact with customers</li></ul>	<ul style="list-style-type: none"><li>✓ Create the appropriate attitude for handling angry or difficult customers</li><li>✓ Guide customers in such a way that builds rapport with them</li><li>✓ Manage own customers to create customer loyalty</li></ul>
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**Module 4 Assessment:** The assessment paper will be divided into 2 sections:

- Section A – Multiple choice questions, which all need to be answered. This section carries 30% of the total marks.
- Section B – Long answer essay questions. This section carries 70% of the total marks.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

#### Module 5 Learning Outcomes– Process Integration

<ul style="list-style-type: none"><li>✓ Establish standards of measurement to establish quality</li><li>✓ Develop actions to improve the efficiency of a call centre</li><li>✓ Recommend enhancements to call centre's strategies and policies to meet regulatory requirements in customer service delivery</li></ul>	<ul style="list-style-type: none"><li>✓ Manage own time to deal with the customers in an efficient and professional manner without undermining the quality of service</li><li>✓ Coordinate monitoring activities to test the quality of customer service against agreed KPIs</li><li>✓ Manage possible sources of stress</li></ul>
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**Module 5 Assessment:** The assessment paper will be divided into 2 sections:

- Section A – Multiple choice questions, which all need to be answered. This section carries 30% of the total marks.
- Section B – Long answer essay questions. This section carries 70% of the total marks.

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 3 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 5 ECTS points are assigned.