

1. Title of the certificate (NL)

Ervaringsbewijs: callcenteroperator (m/v)

In the original language

2. Translated title of the certificate

Certificate of professional competence: call centre agent (m/f) (EN)

Titre de compétence professionnelle: opérateur de centre d'appel (h/f) (FR)

This translation has no legal status.

3. Profile of skills and competences

The occupational standard was developed and approved by the sectoral social partners.

The holder of the certificate of professional competence can:

multitask:

- listen to or talk with customers and at the same time keep track of information appearing on the screen;
- e-mail or chat with customers and at the same time keep track of information appearing on the screen;
- listen to or talk with customers while using the keyboard or the mouse and the headset;
- adjust the typing speed in the light of the contact.

manage information in a call centre system:

- use equipment during the contact in the light of the task;
- look up information the customer requires in the information resources available according to the script rules;
- enter all the information obtained during or after the contact into the database and field intended for this purpose;
- correct errors;
- type free of errors with an error margin of 97%;
- apply the consecutive steps of the script;
- define the outcome of the contact in the light of the reporting.

use communication techniques:

- restate what the customer says in the light of the purpose of the contact;
- ask questions for clarification purposes;
- raise a maximum of 2/3 objections;
- tailor intonation and choice of words to the customer;
- use short sentences;
- avoid pauses in the conversation;
- conclude the conversation according to the script;
- put the organisation 'in the picture' in the light of the customer's interests and according to the information in the script.

4. Range of sectors and occupations relevant to the holder of the certificate

The holder of the certificate of occupational competence can work in a call centre. A call centre can be an autonomous company (third party) or a division within a company (inhouse) with another core business.

Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu>

© European Communities 2002

5. Official basis of the certificate	
Name and status of the body awarding the certificate <i>Test centre recognized by the Flemish government</i>	Name and legal status of the national/regional authority providing accreditation/recognition of the certificate Flemish Ministry of Work and Social Economy <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
Level of the certificate (national or international) <i>Flemish level RAC (Recognition of Acquired Competences)</i>	Grading scale / Pass requirements <i>All competences as described in point 3 must be proved.</i>
International agreements	
Legal basis <ul style="list-style-type: none"> • <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 2004 on the acquisition of a certificate of professional competence</i> • <i>Ministerial Order of 15 February 2006 determining the standard for the title of call centre agent (= certificate of professional competence)</i> 	

6. Officially recognized ways of acquiring the certificate		
Description of followed pathways	Percentage of total programme (%)	Duration (hours/weeks/months/years)
Recognition of acquired competences	100	Max. 6 hours
Total duration of the assessment leading to the certificate		Max. 6 hours
Additional information <i>The assessment was developed according to the call centre agent standard, as established and approved by employees' representatives and employers' representatives from the sector. The assessment consists of an optional portfolio evaluation and the actual assessment by 2 evaluators according to the call centre agent standard.</i>		
More information is available at: www.ervaringsbewijs.be		
Flemish overview of Europass certificate supplements: <i>You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:</i> www.europass-vlaanderen.be/cs		