

Certificate in Call Centre Operations



Key Facts

- Consists of 3 subjects
- Registration includes the workbook, an introductory day, free on-line access to the mock exam
- Registration is valid for 24 months
- Around 80-100 hours of study per subject
- Telephone and email support
- On-line examination with instant results
- Examinations are available on a regular basis in various centres throughout the UK

Make a great start to your career in the financial services industry by studying for the Certificate in Call Centre Operations. The Certificate offers a menu of practical subjects covering a wide range of topics. You can design your own qualification by choosing the subjects that meet your current job needs and future career aspirations.

Who will benefit from studying this qualification?

Anyone who is working within the financial services industry and wants to gain a clearer understanding of a call and contact centre environment. The qualification enhances job related skills by studying practical topics relevant to today's needs.

Can I study for this qualification?

Yes. No prior entry qualifications are required for this qualification.

What subjects do I need to study?

You need to study 2 core subjects plus one elective subject.

SUBJECTS

- Introduction to Financial Services (core)
- Call Centre Operations (core)

Choose one from:

- Sales and Service
- Team Development
- Introduction to Marketing

The CIOBS is the first professional body to have its qualifications credit rated, levelled and placed in the SCQF (Scottish Credit Qualifications Framework). The individual subjects that comprise this Certificate are rated at levels 7 and 8.

Will you provide me with any learning support?

This is a self-study course with the focus of study being the high quality workbooks specially produced by the Institute. Support is provided by:-

- CIOBS Academy team who provide tutoring mentoring services
- Telephone and email support helplines
- On-line support services, including a student forum and mock examination test site to help prepare for the final exam.
- Introductory course for all new students



How will I be assessed?

Each subject will be assessed by a final on-line examination with the following features:-

- Online individual subject examinations available on a weekly basis throughout the year
- On-line test centres throughout the UK
- Examination consists of 100 multiple-choice questions
- Pass mark is 60%
- Instant results provided at the end of each exam

What is the cost?

- Each subject is £260 which includes all course materials and an exam entry fee
- Annual student subscription £52

Before submitting an application form please consult your company intranet, or your human resources/training/I&d department/line manager to establish if you are entitled to sponsorship.

How do I apply?

Complete the registration form and return it by post to the Institute Office with the appropriate payment. Registration forms are available for download at www.charteredbanker.com

How long do I have to complete each subject?

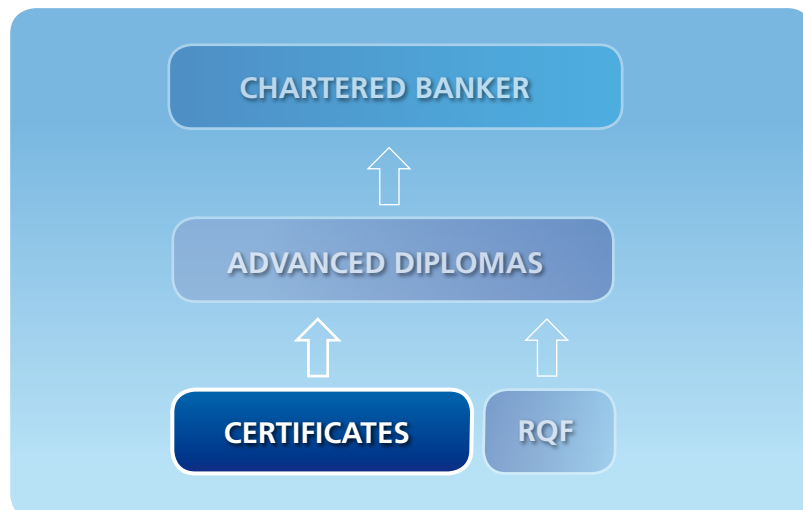
Registration for each subject is valid for 24 months.

Where can I get more information?

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|-------------------------|----------------------------------------------------------------------|
| Website | www.charteredbanker.com |
| Customer Support | 0131 473 7777 |
| Email | info@ciobs.org.uk |

How do I progress my studies after this qualification?

Successful candidates can progress to any Advanced Diploma and then the Chartered Banker programme.



Having been out of education for a while, I found the course really useful. It allowed me to re-establish my own learning style, work at my own pace and come away with a sense of achievement and a recognised qualification.



Andy, Bank of Scotland