**13872 Workplace Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

# Marking Grid: (For Office Use ONLY)

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| **SECTION** | **TOTAL** | **Learner Achievement** |
| **Activity 1** |  |  |
| **Activity 2** |  |  |

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| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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## FSA WORKPLACE ACTIVITY 1

1.1 Discuss the role contact centres plays in business (use your own workplace as an example

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1.2 How would you describe the culture of your contact centre? What are the key drivers in your environment/workplace/job?

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1.3 Explain at least three benefits that you feel you get from your current contact centre working environment.

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1.4 Research your company’s/contact centre’s code of conduct. Include a copy or summarise the key aspects of your code of conduct here.

**OR** Write your own contact centre code of conduct (including the principles and skills, confidentiality and security measures you will apply) and sign it in commitment

to sticking to it. You can do this in a group or include your own workplace code of conduct.

## FSA WORKPLACE ACTIVITY 2

2.1 How does your contact centre fit into your organisation? Discuss in your workgroup and draw a map of how your contact centre fits into the business units of your workplace:

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2.2 Write down what reports are used in your contact centre and explain the use of each of them (why they are used in your workplace):

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2.3 What are the confidentiality requirements in your work environment (i.e. how confidential is information in your workplace)? Why is this important? Provide an example to support your answer.

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2.4 What are security requirements exist in your work environment (this may relate to access and data within your workplace)? Why is this important? Provide an example to support your answer.

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2.5 Write down what other technology that you can identify that is used in your contact centre that we may not have identified in the training. Do you know what each is used for? List and explain the use of each:

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2.6 What administration procedures are you required to complete in your work environment? How much time are you given to do this? Use a call scenario to identify/list this?

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2.7 By way of a visual map, draw the technological setup of your call centre – e.g. what happens when a call comes into your contact centre:

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2.8 As a contact centre agent, how are customer responses tracked/responded to = use a call scenario to explain your answer?

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