

Call Handling Operations Level 2

Candidates must complete 6 units in total to achieve a full qualification.
All 3 mandatory units AND 3 optional units.

Mandatory Units

- Unit 1** **Contribute to developing and maintaining positive caller relationships**
- 1.1 Promote a positive image for the organisation by telephone
 - 1.2 Communicate effectively by telephone
 - 1.3 Manage difficult callers effectively
- Unit 25** **Contribute to an effective and safe working environment**
- 25.1 Work to agreed performance and quality standards
 - 25.2 Improve your own performance
 - 25.3 Monitor and maintain health and safety in the workplace
 - 25.4 Create and maintain effective working relationships with colleagues
- Unit 26** **Contribute to improving the quality of service provision**
- 26.1 Evaluate the effectiveness of service provision
 - 26.2 Make recommendations for improving service provision

Optional Units select three from these

- Unit 2 Address the needs to callers
- Unit 6 Make arrangements on behalf of callers
- Unit 7 Authorise transactions using telecommunications
- Unit 8 Generate sales leads for follow up calls
- Unit 9 Offer products / services over the telephone
- Unit 10 Undertake telephone research
- Unit 11 Enter and retrieve information using a computer system
- Unit 12 Communicate information using eMail facilities
- Unit 17 Process telephone calls
- Unit 18 Provide information and documentation to meet requirements
- Unit 21 Contribute to the handling of incidents and resources
- Unit 47 Remotely provide, modify or cease telecommunications service