



# CALL OR CONTACT CENTRE MANAGER

(ANZSCO Code: 149211)

Group C



### About this document

- » The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- » Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education, Skills and Employment.
- » The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- » Integrity checks may be conducted to verify the qualification and employment claims made in an application.

### Job description

A Call or Contact Centre Manager organises and controls the operations of a call centre. They may work in a call centre.

### Occupations considered suitable under this ANZSCO code:

- » Call Centre Manager
- » Contact Centre Manager

### Occupations not considered under this ANZSCO code:

- » Customer Service Manager
- » Call or Contact Centre Team Leader
- » Department or Unit Manager

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

### Call or Contact Centre Manager is a VETASSESS Group C occupation












This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Diploma or higher.

Applicants can fulfil the assessment criteria for this occupation in four different ways.



## Qualification and employment criteria

Applicants must have fulfilled at least one of the following four criteria (1–4):

GROUP C	Criteria for a positive Skills Assessment			
	Minimum comparable Diploma or higher AQF level	With highly relevant major field of study	Additional highly relevant qualifications*	Highly relevant employment duration**
1	 +	 +	N/A	 1 YEAR minimum
2	 +	No highly relevant major	 Minimum AQF Certificate IV level with highly relevant major	 1 YEAR minimum
3	 +	No highly relevant major	No additional highly relevant qualifications	 2 YEARS minimum
Pre-qualification methodology can apply to Group C occupations				
	Highly relevant employment duration**	With or without highly relevant major field of study	Additional highly relevant qualifications*	Minimum comparable Diploma or higher AQF level
4	 +  Within last 5 years	+ N/A	+ N/A	

\* Additional qualifications in a highly relevant field of study include those comparable to the following levels:

- AQF Diploma
- AQF Advanced Diploma
- AQF Associate Degree or
- AQF Graduate Diploma

\*\* Highly relevant paid employment duration (20 hours or more per week)

### 1-3

minimum years of employment highly relevant to the nominated occupation, completed at an appropriate skill level in the five years before the date of application for a Skills Assessment.

### 4

minimum 4 years of relevant employment required – three years of relevant employment (can be outside the last 5-year period) in addition to at least one year of highly relevant employment within the last five years before applying.



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## Qualification and employment criteria continued...

\*If employment is prior to the completion of the qualification at the required level, an applicant must have at least one year of highly relevant employment at an appropriate skill level within the last five years. The remaining three years of pre-qualifying period may be within the last ten years.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

### Qualification

AQF Diploma or higher qualification\*

Highly relevant major fields of study include **Business Management** or **Customer Service Management**.

\*This includes qualifications assessed at AQF Advanced Diploma, Associate Degree, Bachelor, Master and Doctoral level.

### Employment

Highly relevant tasks include:

- » ensuring operational efficiency within a call centre
- » providing direction and feedback to team members and assisting with recruitment
- » managing, motivating and developing staff providing customer services

## Employment information

Call or Contact Centre Managers are often responsible for managing complex operations in large call or contact centres. They are expected to manage a team of call centre staff and supervisors, be involved in establishing call centre objectives and analyse call centre metrics.

The role should be dedicated to managing a call or contact centre but may need to connect with other areas of the company. Positions based in a front-line retail setting, and positions predominately involving direct client transactional interaction on a regular basis, will not be accepted for this occupation.

While generally Operations Managers are not accepted for this occupation, positions with this title within a call or contact centre may be considered, if the tasks are highly relevant.

### Supporting material for assessment

Applicants nominating this managerial occupation must submit an organisational chart. An organisational chart should include the company letterhead, the applicant's job position and those of their superiors and subordinates as well as all positions reporting to their immediate supervisor and to the applicant's direct subordinates. It should also indicate the department's location within the overall company structure.

If an applicant is unable to obtain an organisational chart from their employer, they must provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.

