



CALL OR CONTACT CENTRE TEAM LEADER

(ANZSCO Code: 541111)

Group D



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 Team Leader oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators.

Occupations considered suitable under this ANZSCO code:

- » Call Centre Supervisor
- » Contact Centre Supervisor
- » Call or Contact Centre Coach
- » Call or Contact Centre Workforce Planner

Occupations not considered under this ANZSCO code:

- » Call or Contact Centre Operator
- » Call or Contact Centre Manager

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

Call or Contact Centre Team Leader is a VETASSESS Group D occupation












This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Certificate IV 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 D	Criteria for a positive Skills Assessment						
	Comparable Certificate III or IV AQF level	With highly relevant major field of study	Additional highly relevant qualifications*	Highly relevant employment duration**			
1	 Minimum AQF Certificate IV	+		+	No additional highly relevant qualifications	+	 1 YEAR minimum
2	 Minimum AQF Certificate IV	+	No highly relevant major	+	No additional highly relevant qualifications	+	 2 YEARS minimum
3	 Minimum AQF Certificate III	+		+	No additional highly relevant qualifications	+	 3 YEARS minimum
Pre-qualification methodology can apply to Group D occupations							
	Highly relevant employment duration**	With or without highly relevant major field of study	Additional highly relevant qualifications*	Minimum comparable Certificate IV 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.



Quality
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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 Certificate IV or higher qualification*

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

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

Employment

Highly relevant tasks include:

- » answering incoming calls, emails and messages, and assisting customers with their specific inquiries

- » identifying requirements and recording information into computer systems

- » coaching staff and assisting Call Centre Operators to resolve problems and customer inquiries

- » developing rosters and managing staff numbers to meet work flows

- » listening to calls conducted by Call Centre Operators and providing performance feedback

- » monitoring and timing calls

Employment information

Call or Contact Centre Team Leaders or Supervisors are often working in large call or contact centres. They are expected to supervise a team of call centre staff, train new staff members, and report operational issues to management. A Call or Contact Centre Team Leader may be responsible for dealing with more difficult customers and issues.

