VETASSESS

Information sheet

# Call or Contact Centre Manager

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

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

**Description of Pathways**

The information below describes the available pathways for a Skills Assessment under **Group C** . Please note that in order to achieve a successful Skills Assessment Outcome, a suitable assessment for both qualifications and employment is required.

## Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

## Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Certificate IV level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Certificate IV.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Program or Project Administrator completed a non-relevant AQF Diploma qualification in April 2024 and later completed an AQF Certificate IV in Project Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group C occupation through the AQF Diploma qualification. Accordingly, employment is counted from the completion date of the Diploma qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Certificate IV qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only one year of QP is required, and that employment may be counted from the post-Diploma period rather than from the Certificate IV qualification completion date.

## Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

## Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher with or without a highly relevant major field of study to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **four** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

## Qualification

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

Highly relevant major fields of study include:

- Business Management
- Customer Service Management

## 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,
- Your job position,
- The job position of your superiors and subordinates, as well as,
- All positions reporting to your immediate supervisor and to your direct subordinates.

If you are unable to obtain an organisational chart from your employer, please provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.