VETASSESS

Information sheet

Call or Contact Centre Team Leader

ANZSCO: 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.
- 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 Certificate III or higher.

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

GROUP D	Criteria for a suitable Skills Assessment				
	Post-qualification Pathways				
	Minimum comparable Certificate III or IV or higher AQF level		**With highly relevant major field of study**		**Highly relevant employment duration**
1	AQF Minimum AQF Certificate IV	+		+	1 YEAR minimum
2	AQF Minimum AQF Certificate IV	+	No highly relevant major	+	2 YEARS minimum
3	AQF Minimum AQF Certificate III	+		+	3 YEARS minimum
	Pre-qualification Pathway				
	Highly Relevant employment duration				**Minimum comparable Certificate IV 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 D** . Please note that in order to achieve a suitable 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) Certificate IV or higher and in a field highly relevant to the nominated occupation.

Certificate IV or higher includes AQF Diploma, 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.

Please note: The qualification level requirement AQF Certificate IV or higher can be satisfied by one qualification, while the requirement for a highly relevant major can be met by a separate qualification at a minimum of AQF Certificate III level.

Pathway 2

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

Certificate IV or higher includes AQF Diploma, 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** 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.

Please note - This pathway applies where a qualification is assessed at AQF Certificate IV level or higher and is not highly relevant to the nominated occupation, or where no other relevant qualification at AQF Certificate III level is available for consideration.

Pathway 3

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

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

- at least **three** 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) Certificate IV or higher with or without a highly relevant major field of study to the nominated occupation.

Certificate IV or higher includes AQF Diploma, 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

AQF Certificate III or higher qualification. This includes qualifications assessed at AQF Certificate III, Certificate IV, Diploma, Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master and Doctoral level.

Highly relevant major fields of study include:

- Business Management
- Customer Engagement
- Customer Service Management

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.