



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Contactcenter medewerker
Kwalificatiedossier: Commercieel medewerker

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Contact centre employee
Qualification file: Commercial employee

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Contact centre employee are:

Core task 1: Performs market research and draws up plans

1.1 Collects client, product and/or market information

Core task 2: Implements the sales track

2.1 Prepares the sales track/interview

2.2 Canvasses clients and/or orders

2.3 Performs product-oriented sales

Core task 3: Builds relationships and maintains these

3.1 Indicates and handles complaints

3.2 Actively maintains contact with clients

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The Contact centre employee works both in the profit and the non-profit sector from a general/technical services contact centre or an in-house contact centre, and he has an office job. The employee regularly works outside office hours, for example evenings and weekends.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.	Ministry of Education, Culture and Science
Level of the certificate (national or international)	Grading scale / Pass requirements
Qualification level 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors	10 excellent 9 very good 8 good 7 very satisfactory 6 pass

* Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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5. OFFICIAL BASIS OF THE CERTIFICATE	
and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF level 3 - EQF level 3 - ISCED 3C	5 fail 4 unsatisfactory 3 very unsatisfactory 2 poor 1 very poor
Access to next level of education/professions The certificate Contact centre employee gives access to a middle-management or specialist programme (qualification level 4). The most likely would be the level-4 programmes (Junior) account manager, Branche manager wholesale trade, Export assistant office service, Export assistant field service, Marketing and Communications officer and Commercial employee banking and insurance. The horizontal career opportunities within a contact centre are mostly in different and more complex projects. The vertical career opportunities within a contact centre are limited: the Contact centre employee can grow into the function of team leader. Outside a contact centre there are also opportunities for the Contact centre employee, particularly in service-oriented and commercial functions, such as a commercial inside service function.	International agreements The profession of Contact centre employee is not regulated in the Netherlands. However the education and training for this profession on qualification level 3 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.
Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 90114 The education and training for this qualification is offered as of August 1, 2008.	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE	
Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl). In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week. In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.	
Average duration of the education/ training leading to the certificate	3 year(s) (4800 study hours) (depending on previous education)
Entry requirements The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.	

7. ADDITIONAL INFORMATION
Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at www.kwalificatiesmbo.nl , only in Dutch. Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: www.nlgrp.nl SBB has been appointed by the Ministry of Education, Culture and Science as NRP.