

# Award in Introduction to Financial Services Call Centres



Awarded by  
**CITY COLLEGE  
NORWICH**  
QUALIFICATIONS

*The qualification is available at Level 2  
and can be used for existing and new employees to enhance their skills*

The Award was developed and designed with Call Connection, a financial services company which provides a call centre for insurance companies. This qualification accredits their in-house Induction programme. However, its design enables it to be used by other organisations.

## Qualification Summary

Learners must complete all of the 3 mandatory units to achieve the qualification.

## Units

### All Mandatory

- 1. Understanding basics of insurance within a regulatory setting**  
This unit will enable the learner to understand the basics, structure and main features of the Insurance market and the impact of the main regulatory bodies. The learner will also obtain an understanding of the Motor, Household and Commercial insurance market.
- 2. Understand the call process, the customer and the system**  
This unit will enable the learner to understand and be able to make and receive telephone calls and the need for good customer service and confidentiality.
- 3. Organisational culture and the call centre rules and regulations**  
This unit will enable the learner to understand the organisational culture and its rules and regulations. The learner will also learn how to develop productive working relationships with colleagues and the implications of health and safety at work.

## Assessment Methods

Assessment will be through portfolio and workbooks.



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## About Us

City College Norwich was the first FE college in the country to gain Awarding Organisation Status. As well as devising QCF qualifications in consultation with employers, sector skills councils and professional bodies we can also accredit high quality training provided by employers to give them nationally recognised qualifications.

For example, we have worked with financial services companies such as Aviva, Marsh, Axa, Moneyfacts, Virgin Money and the Norwich and Peterborough Building Society on the development of courses for new recruits to the sector and have worked closely with the Chartered Institute of Bankers in Scotland to accredit brand new qualifications for banking professionals.

This means that when we make the claim that we are responsive to the needs of employers and can produce tailor-made solutions – we can. Organisations wishing to develop or accredit their own qualifications will receive support from us as we work together. Employees will get nationally recognised qualifications; employers will get a more motivated, better trained, more productive workforce and working together we can address regional and national skills gaps.

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