

## 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 suitable 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.

# 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			
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	 Minimum AQF Certificate IV	+	 +	 1 YEAR minimum
2	 Minimum AQF Certificate IV	+	No highly relevant major +	 2 YEARS minimum
3	 Minimum AQF Certificate III	+	 +	 3 YEARS minimum
Pre-qualification Pathway				
	Highly Relevant employment duration*		Minimum comparable Certificate IV AQF level	
4	 +  Within last 5 years	+	With or without highly relevant major field of study + 	

\* **Highly relevant paid employment duration (20 hours or more per week)**  
 This includes qualifications assessed at AQF Diploma, Associate Degree, Bachelor, Master and Doctoral level.

**Pathways 1–3**  
 minimum years of post-qualification 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.

**Pathway 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.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

## 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 Tasks

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 often work 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.

## Supporting Material for Assessment

When applying for a Skills Assessment, please ensure you submit sufficient evidence supporting your proof of identity, qualification and employment claims. A full list of the documents required can be found on the VETASSESS website under Eligibility Criteria.

If you are nominating a managerial occupation, you must submit an organisational chart. If you are unable to obtain an organisational chart from your employer, you must provide a statutory declaration outlining the required information and the reasons why you cannot provide the information.

If you are nominating this occupation, and you are self-employed, you are required to provide the following:

- Evidence of self-employment such as sole trading or business registration details and/or official statements issued by your (registered) accountant and/or legal team. The statement from your accountant or solicitor must include the accountant's or solicitor's letterhead, your full name, how long you have been continuously self-employed including official dates in each role, the nature of the business conducted, the signature and contact details of the accountant or solicitor
- A statutory declaration listing your main duties during self-employment;
- Payment evidence showing regular income from self-employment, such as client invoices together with corresponding bank statements and/or official taxation records
- Supplementary evidence, such as contracts with clients or suppliers, client testimonials, evidence of projects completed, etc.

To further support your employment claims, you may also wish to provide supplementary documentation including:

- › Website links related to the company
- › Company Registration
- › Any further online information of relevance to your work
- › Any other documents relevant to your role.

## Further requirements may apply

The requirements outlined in this information sheet is related to is relating to VETASSESS skills assessments for migration purposes. In relation to professionally practising the occupation in Australia, additional accreditation requirements may apply. Applicants are required to perform their own research to determine any additional accreditation requirements.



## Contact us

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