

## 1. Title of the certificate (TR)

**Çağrı Merkezi Takım Lideri Mesleki Yeterlilik Belgesi**  
(Seviye 5)

<sup>(1)</sup> In the original language

## 2. Translated title of the certificate (EN)

**Call Center Team Leader VQA Vocational Qualification Certificate**  
(Level 5)

<sup>(1)</sup> If applicable. This translation has no legal status.

## 3. Profile of skills and competences

A typical holder of the certificate is able to:

UNIT CODE	TYPE	UNITS
15UY0204-5/A1	MANDATORY	<b>Occupational Health and Safety, Environmental and Workplace Quality Policies</b> <ul style="list-style-type: none"><li>Explains the occupational health and safety works.</li><li>Explains workplace quality and environmental policies.</li></ul>
15UY0204-5/A2	MANDATORY	<b>Managing Call Center Activities</b> <ul style="list-style-type: none"><li>Explains preparation before work.</li><li>Conducts call center activities.</li><li>Explains call center computer applications.</li></ul>
15UY0204-5/A3	MANDATORY	<b>Processes of Human Resources and Professional Development</b> <ul style="list-style-type: none"><li>Explains the support for the implementation of human resources processes within the operation.</li><li>Explains occupational development activities.</li></ul>

## 4. Range of occupations accessible to the holder of the certificate <sup>(1)</sup>

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<sup>(1)</sup> If applicable

### <sup>(\*)</sup> 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.

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## 5. Official basis of the certificate

<b>Name and status of the body awarding the certificate</b> Call Center Team Leader (Level 5) Vocational Qualification Certificate, is awarded by Authorised Certification Bodies authorised by Vocational Qualification Authority. The list of Authorised Bodies available at: <a href="http://www.myk.gov.tr/ybk">http://www.myk.gov.tr/ybk</a>	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Vocational Qualification Authority (Mesleki Yeterlilik Kurumu) Ziyabey Caddesi 1420. Sokak No:12 Balgat Çankaya/ANKARA TURKIYE <a href="http://www.myk.gov.tr">www.myk.gov.tr</a>
<b>Level of the certificate (national or international)</b> ISCO 08:3341 and Level 5- Turkish Qualifications Framework  Detailed information on Turkish Qualifications Framework available at: <a href="http://www.tyc.gov.tr">http://www.tyc.gov.tr</a>	<b>Grading scale / Pass requirements</b> It is required that the candidate must be successful at the stages of A1,A2 and A3 for obtaining Call Center Team Leader (Level 5) Vocational Qualification Certificate.
<b>Access to next level of education/training</b> -	<b>International agreements</b> -
<b>Legal basis</b> Vocational Qualification Authority Law No. 5544	

## 6. Officially recognised ways of acquiring the certificate

This document is prepared for candidates applying to authorised certification bodies, in the case of meeting the performance criteria after theoretical and applied assessments are made and each required unit for obtaining the qualification is successfully completed.

The performance criteria and assessment rates may be different for each qualification.

### Entry requirements

There is not an entry requirement for this national qualification.

### Information

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### Additional information

It is an equitable, transparent and confidential system including rules and activities regarding the development and application of technical and vocational education standards and qualifications, and accreditation, authorisation, audit, assessment, certification related to them, based on national and international occupational standards.

The levels of VQA Vocational Qualification Certificates in relation to Turkish Qualifications Framework are defined as a result of comparing the learning outcomes of the related national qualification to TQF level descriptors. TQF level descriptors, defining the minimum learning outcomes required for the qualifications levelled according to TQF, are available at <http://www.tyc.gov.tr/st>. Since TQF is referenced to European Qualifications Framework (EQF), eight TQF levels correspond to eight EQF levels. Level 5 qualifications for which this certificate herein is issued are defined as "Employee exercises management and supervision of work or study activities where there is unpredictable change; reviews and develops performance of self and others."

**More information (including a description of the national qualifications system) available at:**

### Vocational Qualifications Authority

[www.myk.gov.tr](http://www.myk.gov.tr)

[www.tyc.gov.tr](http://www.tyc.gov.tr)

### Europass

[www.europass.gov.tr](http://www.europass.gov.tr)

<https://europass.cedefop.europa.eu/>