

ACCREDITATION CO-ORDINATION GROUP DECISION LIST
Qualification Products



8th February 2012

ASSESSMENT STRATEGIES	APPROVED	APPROVED IN PRINCIPLE	DEFERRED
CfA			
Assessment Strategy for Contact Centre Operations January 2012	✓		

CORE SKILLS SIGNPOSTING	APPROVED	APPROVED IN PRINCIPLE	DEFERRED
CfA			
Core Skills Signposting for SVQ 1 in Contact Centre Operations	✓		
Core Skills Signposting for SVQ 2 in Contact Centre Operations	✓		
Core Skills Signposting for SVQ 3 in Contact Centre Operations	✓		
Core Skills Signposting for SVQ 4 in Contact Centre Operations	✓		