

## Lincolnshire Police call centre staff achieve NVQs

### Customer Service NVQ training ideal for front line staff

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Lincolnshire Police contact centre staff fulfil a vital role on the front line of communications, handling 999 calls as well as facilitating the smooth transfer of information from the public to police officers nationwide.

Lincolnshire Police Authority requires that all police officers have an NVQ level 3 or 4 in Policing and wanted to offer other staff the same opportunity to gain an externally-recognised qualification. This is where Intec stepped in to roll out an NVQ programme in Customer Service.

“Through Intec, we provide in-house training for call centre staff, including simulating calls and training them in identifying and recording information,” said NVQ Coordinator Maria Scott. “We also ensure staff are mentored from day one in what is a very demanding job.

“The NVQ programme gives staff a chance to work for a recognised qualification to ensure they feel as valued as their police officer colleagues.”

In the early stages of the programme, Intec helped Lincolnshire Police to work in optional units, thereby ensuring that the NVQs closely fitted staff’s requirements and provided a truly practical qualification.

The Customer Service NVQ is certificated by EDI, the UK’s fastest growing awarding body.



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