

Programme Title	National Certificate: Contact Centre Support
SAQA ID	71490
NQF Level	2
Credits	128
Duration	12 months
Admission Requirements	Numeracy at NQF Level 1 or equivalent. English (verbal and written communication skills) at NQF Level 1 or equivalent. A Second Language (verbal and written communication skills) at NQF Level 1 or equivalent. Computer operating skills at NQF Level 2 or equivalent
Programme type	Available in Full time and Part time classes
Learnership Code	23Q230021151282

Description:

The qualification is for any individual who are or wish to be involved in the Contact Centre Industry. It also serves as the entry qualification into Contact Centre operations and management. Contact centre's have become key business tools – integral to the way organizations achieve their business objectives. Contact centre's are a new industry – there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

The Contact Centre National Certificate at NQF Level 2 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centre's for many years, but have no formal qualification in Contact Centre Support. Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centre's.

Qualifying learners could follow a career in:

Contact Centre / Call Centre agents
Contact centre managers
Contact Call Centre Supervisors
Client Services Clerks

Telesales Clerks
Quality Assurance Staff
Channel Managers
Administration Staff

Outcome 1 Orientation to Contact Centres

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO4. Operate as a team member in a diverse working environment	Core	13872	Instil in myself a personal Contact Centre culture	Level 04	4
	Core	10354	Contribute to a diverse working environment in a Contact Centre	Level 02	8
TOTAL CREDITS:					12

Outcome 2: Occupational Learning

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO4. Operate as a team member in a diverse working environment	Fundamental	8967	Use language and communication in occupational learning programmes	Level 02	5
	Fundamental	119454	Maintain and adapt oral/signed communication	Level 02	5
	Core	13874	Work as a member of a Contact Centre Team	Level 04	5
TOTAL CREDITS:					15

Outcome 3 Numeracy Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO3. Gather and process data specifically related to Contact Centres	Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
	Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
	Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
	Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
TOTAL CREDITS:					13

Outcome 4: Service Excellence

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1. Identify Contact Centre customers and their needs	Core	10348	Identify and respond to customer needs in a Contact Centre	Level 2	12
ELO2. Respond to customers with factual and accurate information	Core	13873	Handle a range of customer complaints in Contact Centres	Level 4	4
TOTAL CREDITS:					16

Outcome 5: Problem-Solving Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2. Respond to customers with factual and accurate information	Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	Level 3	4
	Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3
TOTAL CREDITS:					7

Outcome 6: Business Writing Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2. Respond to customers with factual and accurate information	Fundamental	119463	Access and use information from texts	Level 2	5
	Fundamental	119456	Write/present for a defined context	Level 2	5
TOTAL CREDITS:					10

Outcome 7: Inbound Contact Centre Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2. Respond to customers with factual and accurate information ELO3. Gather and process data specifically related to Contact Centres ELO5. Perform to the required standards and requirements ELO6. Implement and articulate operational activities in a Contact Centre	Core	13885	Provide information to customers in a Contact Centre	Level 2	12
	Core	10350	Collect and record information queries and requests from customers	Level 2	8
	Core	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
	Core	10353	Meet performance standards within a Contact Centre	Level 2	6
	Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	Level 2	8
TOTAL CREDITS:					36

Outcome 8: Outbound Contact Centre Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO6. Implement and articulate operational activities in a Contact Centre	Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 2	8
TOTAL CREDITS:					8

Certification

Upon successful completion of Final Assessments and Portfolios, candidates will be registered with Services Seta and will receive a Certificate for qualification: *National Certificate; Contact Centre Support SAQA ID 71490*. Statement of Results will be issued by ATG.

