



**TRAINING FORCE**  
Linking Training to Industry

# BUSINESS

## NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT

### COURSE INFORMATION

**SAQA ID:** 71490 (LP: 73269)

**NQF Level:** 2

**Learnership Duration:** 12 months

**Credits:** 128

**Contact Sessions:** Minimum Contact Session, including remediation (if required) and POE Building, for this Qualification is **26 days**

**Accrediting SETA:** Services Sector Education & Training Authority

### PURPOSE

Any individual who are or wishes to be involved in the Contact Centre industry, will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management.

### ENTRY CRITERIA

- Numeracy at NQF Level 1 or equivalent.
- English (verbal & written communication skills) at NQF Level 1 or equivalent.
- Computer operating skills at NQF Level 2 or equivalent

### QUALIFICATION RULES

The qualifying learner will achieve this qualification by complying with the following rules of combination for the accumulation of credits totalling 128:

- Core unit standards totalling 76 credits are compulsory.
- Fundamental unit standards totalling 36 credits are compulsory.
- Elective unit standards totalling a minimum of 16 credits.

### EQUIPMENT NEEDED

- **Hardware:** Access to a computer, display monitor / keyboard / mouse / printer;
- **Software:** Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)
- **Instruments:** Ruler • Thermometer • Vernier Caliper • Tape measure
- **Systems:** Telephone Operating system

### MARKET INFORMATION

**Target Market:** Sales Managers • Contact Centre Managers • Sales Representatives • National Account Managers • Key Account Managers • Contact Centre Supervisors • General Managers • Administration Staff • Category Managers • Telesales Clerks • Sales Directors • Client Services Clerks • Quality Assurance Staff • Contact Centre/Call Centre Agents • IT Staff

**Target Industries:** Any industry that interacts with clients and their queries telephonically.

### COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 2 years' experience in a Contact Centre or similar environment.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

### SKILLS OUTCOMES

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centres.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational activities in a Contact Centre.

### GENERAL INFORMATION



**Credit Accumulation Transfer (CAT):** CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.



**FISA Requirements:** Final Integrated Summative Assessment is requirement for the successful completion of this learnership.



**Recognition of Prior Learning (RPL):** RPL is not available for this qualification



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## UNIT STANDARDS

### Cluster 1 (Part 1) - Working with your Customer

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10348	Identify and respond to customer needs in a Contact Centre	12
Core	13885	Provide information to customers in a Contact Centre	12

- Recommended training days for Cluster 1 part 1 is 5 days

Cluster 1 (Part 2) – Working with a Customer - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119463	Access and use information from texts	5
Fundamental	119454	Maintain and adapt oral/signed communication	5

- Recommended training days for Cluster 1 part 2 is 2 days

### Cluster 2 (Part 1) - Recording Customer Information

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10350	Collect and record information queries and requests from customers	8
Core	10349	Input data received onto appropriate computer packages within a Contact Centre	12

- Recommended training days for Cluster 2 part 1 is 4 days

Cluster 2 (Part 2) - Recording Customer Information - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119456	Write/present for a defined context	5

- Recommended training days for Cluster 2 part 2 is 1 day

### Cluster 3 - Addressing Customer Queries

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13873	Handle a range of customer complaints in Contact Centres	4
Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	5
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	8

- Recommended training days for Cluster 3 is 5 days

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## Cluster 4 (Part 1) - The Contact Centre Workplace

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13874	Work as a member of a Contact Centre Team	5
Core	10354	Contribute to a diverse working environment in a Contact Centre	8
Core	13872	Instill in myself a personal Contact Centre culture	4
Core	10353	Meet performance standards within a Contact Centre	6

- Recommended training days for Cluster 4 part 1 is 5 days

Cluster 4(Part 2)- The Contact Centre Workplace - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8967	Use language and communication in occupational learning programmes	5

- Recommended training days for Cluster 4 part 1 is 1 day

Cluster 5 - Basic Numeracy - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	5

- Recommended training days for Cluster 5 is 3 days