



NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT

NQF



2

SAQA



71490

TRAINING DAYS



24

DURATION



12 months

CREDITS



128

SETA



Services SETA

AVAILABLE DELIVERY METHODOLOGY



Online

Online interface training with occasional support



Instructor Led

100% Trainer led methodology in order for learners to achieve applied competence



Blended

Variety of learning methodologies used for learners to achieve applied competence

PURPOSE

Any individual who are or wish 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.

Rules regarding Fundamental, Core and Electives:

- Fundamental Component = 36 credits.
- Core Component = 76 credits.
- Elective Component = 16 credits.

This qualification is intended to enhance the provision of entry level service within the Contact Centre Industry.

ENTRY CRITERIA

- 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.

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.

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.

RESOURCE REQUIREMENTS

Hardware: Access to a computer system • Software (Minimum): Windows 7 OS system | MS Office 2010.

GENERAL INFORMATION

<p>Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet with CAT requirements will need to complete all Clusters in full.</p>	<p>FISA Requirements: Final Integrated Summative Assessment is a requirement for the successful completion of this learnership.</p>	<p>Recognition of Prior Learning: Application for RPL may allow for accelerated success to further learning.</p>
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For more information on how your organisation can benefit, contact Training Force:

BUSINESS

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 = 4 days.

Cluster 1 Part 2 - Communication Skills - 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 = 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 = 3 days.

Cluster 2 Part 2 - Communication Skills - 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 = 1 days.

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 = 5 days.

BUSINESS

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 = 4 days.

Cluster 4 Part 2 - Communication Skills - 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 2 = 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 numbersystems.	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 = 4 days.