



NATIONAL CERTIFICATE: CONTACT CENTRE AND BUSINESS PROCESS OUTSOURCING SUPPORT

NQF



3

SAQA



93997

TRAINING DAYS



23

DURATION



12 months

CREDITS



124

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

This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry.

Rules regarding Fundamental, Core and Electives:

- Fundamental unit standards totalling 36 credits.
- Core unit standards totalling 55 credits are compulsory.
- Elective unit standards totalling a minimum of 33 credits.

ENTRY CRITERIA

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.
- Computer Literacy at NQF Level 3.

SKILLS OUTCOMES

- Provide effective customer service in a contact centre and/or Business Process Outsourcing centre.
- Demonstrate knowledge of and use communication technology in a contact centre environment.
- Capture data to track interactions.
- Work effectively as a team member in a group to enhance team performance.

MARKET INFORMATION

Target Market: Persons who already work as Contact Centre and/or Business Process Outsourcing agents.
Target Industries: Hospitality • Tourism • Emergency Services • Retail • Telecommunication • Financial Services • Marketing, Sales and Accounts Management.

RESOURCE REQUIREMENTS

Hardware: Access to a computer system • **Software (Minimum):** Windows 7 OS system | MS Office 2010.
Technology exposure includes but not limited to: Telephony • Fax • Internet • Email • Intranet • Multifunction device • Webchat • SMS.

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:

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BUSINESS

Cluster 1 - Communication Fundamentals - Credit Accumulation Transfer is applicable to the unit standard below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119472	Accommodate audience and context needs in oral/signed communication.	5
Fundamental	119457	Interpret and use information from text.	5
Fundamental	119467	Use language and communication in the occupational learning programmes.	5
Fundamental	119465	Write/present/sign texts for a range of communicative context.	5

Recommended training days for Cluster 1 = 4 days.

Cluster 2 - Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	377441	Communicate with customers in a Contact Centre and BPO.	10
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices.	4
Core	377401	Handle a range of customer complaints in a Contact Centre BPO.	10

Recommended training days for Cluster 2 = 4 days.

Cluster 3 - Debt Collecting

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	116610	Assess and allocate debt collecting accounts according to risk profile.	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt.	6
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures.	6
Elective	116601	Compile debtor correspondence in accordance with legislation and standard procedures.	4
Elective	116599	Manage debtor portfolio.	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation.	5

Recommended training days for Cluster 3 = 6 days.

Cluster 4 - Communication Technology

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	14384	Process incoming and outgoing telephone calls.	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre.	8

Recommended training days for Cluster 4 = 2 days.

BUSINESS

Cluster 5 - Numeracy Fundamentals - Credit Accumulation Transfer is applicable to the unit standard below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations.	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3- dimensional space in different contexts.	4
Fundamental	9012	Investigate life and work-related problems using data probabilities.	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	5

Recommended training days for Cluster 5 = 3 days.

Cluster 6 - Working with Data

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	377460	Collect and record information queries and requests from customers.	6
Core	110025	Process data using information technology.	5

Recommended training days for Cluster 6 = 2 days.

Cluster 7 - Work in a Team

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	115772	Use time management techniques to manage time in a financial service environment.	2
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance.	5
Core	244589	Identify causes of stress and technique to manage it in the workplace.	2

Recommended training days for Cluster 7 = 2 days.