



FURTHER EDUCATION AND TRAINING CERTIFICATE: CONTACT CENTRE OPERATIONS

NQF



4

SAQA



93996

TRAINING DAYS



25

DURATION



12 months

CREDITS



132

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. This qualification will be registered at NQF Level 4. Portability across both areas of specialisation is therefore ensured.

Qualification rules for completion:

- Fundamental standards totaling 56 credits
- Core units standards totaling 66 credits.
- Elective unit standards totaling 10 credits.

ENTRY CRITERIA

- Learners accessing this unit standard or qualification will have demonstrated competency against unit standards in Contact Centres at NQF Level 2 or equivalent.
- Learners are expected to have demonstrated competency in language (Verbal and written communication skills) and numeracy at NQF Level 3 or equivalent.
- Learners will demonstrate competence in a Second Language (verbal and written communication skills) at NQF level 2.

SKILLS OUTCOMES

- Understand and implement service levels and their monitoring in Contact Centres.
- Monitor and control Contact Centre support Staff and their meeting of targets and standards.
- Apply specific Contact Centre sales knowledge and skills in creating and meeting sales targets and requirements.
- Identify specific Contact Centre customers.
- Coach others in Contact Centres.
- Work with Contact Centre statistical data.

MARKET INFORMATION

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

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.

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT is applicable for this qualification.

FISA Requirements: Final Integrated Summative Assessment is not a requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is available for this qualification.

For more information on how your organisation can benefit, contact Training Force:

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BUSINESS

Cluster 1 - Mathematics Literacy - Credit Accumulation Transfer is applicable to the Unit Standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	6

Recommended training days for **Cluster 1** is 3 days.

Cluster 2 Part 1 - Written Business Communication

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	12153	Use the writing process to compose texts required in the business environment.	5

Recommended training days for **Cluster 2 Part 1** is 1 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	119472	Accommodate audience and context needs in oral/signed communication.	5
Fundamental	119457	Interpret and use information from texts.	5
Fundamental	119467	Use language and communication in occupational learning programmes.	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts.	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts.	5
Fundamental	119459	Write/present/sign for a wide range of contexts.	5

Recommended training days for **Cluster 2 Part 2** is 6 days.

Cluster 3 - Entrepreneurship

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10313	Comply with service levels as set out in a Contact Centre Operation.	10
Core	10327	Provide coaching to personnel within a Contact Centre.	10

Recommended training days for **Cluster 3** is 4 days.

Cluster 4 - Customers and Sales

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10326	Identify customers of Contact Centres.	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre.	12

Recommended training days for **Cluster 4** is 2 days.

BUSINESS

Cluster 5 - Contact Centre Viability and Sustainability

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10324	Describe features, advantages and benefits of a range of products or services.	6
Core	10321	Monitor and maintain performance standards in a Contact Centre.	12

Recommended training days for **Cluster 5** is 4 days.

Cluster 6 - Contact Centre Statistical Data

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres.	12

Recommended training days for **Cluster 6** is 3 days.

Cluster 7 - Staff Development

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	10331	Identify and analyse customer and market related trends impacting on Contact Centres.	10

Recommended training days for **Cluster 7** is 2 days.

On successful completion of this qualification the learner will achieve a total of 132 credits.