



CAREER PATHING SOLUTIONS

SUSTAINABLE SKILLS DEVELOPMENT

Further Education and Training Certificate:

Contact Centre Operations (Call Centre)

NQF Level 4

This Qualification is designed to meet the needs of those learners who want to progress and will assist those who make Contact Centre Operations their chosen career path, in the field of Contact Centres. Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres 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.

Programme Information

Credits:	132
Duration:	Twelve (12) Months
Minimum no of learners:	8 per session
Minimum Qualifying Criteria:	Contact Centres at NQF Level 2 or equivalent Verbal and written communication skills at NQF Level 3 or equivalent Numeracy at NQF Level 3 or equivalent Second Language (verbal and written communication skills) at NQF level 2. SAQA US ID: 93996

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Learning Programme 1: Occupational learning and verbal communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Learning Programme 2: Business communication				
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Learning Programme 3: Financial Management and Maths Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Programme 4: Contact Centre Customers and Sales				
Core	10326	Identify customers of Contact Centres	4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	4	6
Learning Programme 5: Contact Centre Service levels and statistical data				
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12
Learning Programme 6: Contact Centre performance and coaching				
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12
Core	10327	Provide coaching to personnel within a Contact Centre	4	10
Learning Programme 7: Customer Analysis				
Elective	10331	Identify and analyse customer and market related trends impacting on Contact Centres	4	10