

# Contact Centre



Contact Centre  
Support NQF 2

Contact Centre and  
Business Process  
Outsourcing Support NQF 3



# National Certificate: Contact Centre Support NQF 2

SAQA ID: 71490 | NQF LEVEL: 2 | CREDITS: 128 | Entry Level Requirement: Grade 10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

Any individual who is 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.

## Possible Careers on Completion

**Qualifying learners could follow a career in:**

- Inbound call centre agents
- Outbound call centre agents

## Exit Level Outcomes

**On achieving this qualification, the learner will be able to:**

- 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

## Modules and Courses

### Module 1: Work Orientation

- Contribute to a diverse working environment in a contact centre
- Meet performance standards within a contact centre
- Instil in me a personal contact centre culture
- Work as a member of a contact centre team

### Module 2: Communication

- Access and use information from texts
- Maintain and adapt oral/signed communication
- Use language and communication in occupational learning programmes
- Write/present for a defined context

### Module 3: Mathematical Literacy

- Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life-related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, and explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems

### Module 4: Data Capturing

- Collect and record information queries and requests from customers
- Input data received onto appropriate computer packages within a contact centre
- Gather and provide relevant information to contribute to contact centre problem solving

### Module 5: Service Excellence

- Identify and respond to customer needs in a contact centre
- Provide information to customers in a contact centre
- Handle a range of customer complaints in contact centres

### Module 6: Inbound/Outbound Call Centre skills

- Apply in-bound contact centre operations within a commercial environment
- Apply out-bound contact centre operations within a commercial environment



# National Certificate: Contact Centre and Business Process Outsourcing Support NQF 3

SAQA ID: 93997 | NQF LEVEL: 3 | CREDITS: 124 | Entry Level Requirement: Grade 10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

A person acquiring this qualification can manage first-line managers in an organisational entity. Learners will be provided with competencies to handle inbound and outbound interactions/traffic within different types of operations of contact centres and Business Process Outsourcing. The qualification develops skills in using various communication channels, e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS, and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back-office processes and tasks. Learners will have the chance to learn, develop and practice the skills needed to contribute effectively in a general contact centre and Business Process Outsourcing environment.

## Possible Careers on Completion

Qualifying learners could follow a career in:

- Marketing
- Account management
- Sales
- Hospitality
- Tourism
- Emergency services
- Retail
- Telecommunications
- Financial Services
- Credit Control

## Exit Level Outcomes

On achieving this qualification, the learner will be able to:

- Provide effective customer service in a contact centre and 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

## Modules and Courses

### Module 1: Work Orientation

- Use time management techniques to manage time in a financial services environment
- Apply knowledge of self and team to develop a plan to enhance team performance
- Identify causes of stress and techniques to manage it in the workplace
- Apply knowledge of HIV/AIDS to a specific business sector and a workplace
- Demonstrate understanding of employment relations in an organisation
- Explain essential health and safety principles in and around the workplace

### Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

### Module 3: Computer Skills

- MS Excel Level 1

### Module 4: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work-related problems using data and probabilities
- Write/present/sign texts for a range of communicative contexts

### Module 5: Data Capturing

- Collect and record information queries and requests from customers
- Process data using information technology
- Interpret classification systems to organise, retrieve and dispose of records

### Module 6: Service Excellence

- Communicate with customers in a contact centre and BPO
- Demonstrate an understanding of contact centre and BPO working practices
- Handle a range of customer complaints in a contact centre and BPO

### Module 7: Inbound/Outbound Call Centre Skills

- Process incoming and outgoing telephone calls
- Manage inbound and outbound calls in a contact centre

### Module 8: Specialised Call Centre Skills

- Negotiate an agreement or deal in an authentic work situation
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts a specific financial services sub-sector
- Describe standard insurance cover in terms of SASRIA
- Conduct exhibition telemarketing



# Registered Skills Provider for:

MICT SETA

SERVICES SETA

MERSETA

W&RSETA

TETA SETA

EDTP SETA

AGRI SETA

QCTO



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