

# Occupational Certificate: Contact Centre Manager NQF 5

## PURPOSE

This Contact Centre Manager qualification provides comprehensive training in contact centre operations, team leadership, performance management, and strategic customer service delivery. The programme combines advanced management principles with specialised contact centre knowledge to develop effective leaders capable of driving operational excellence and customer satisfaction.

A qualified learner will be able to:

- Lead and manage contact centre operations effectively
- Develop and implement customer service strategies
- Manage team performance and staff development
- Optimise contact centre technology and processes

## COURSE CONTENT

### Module 1: Introduction and Communication

- Introductory studies for contact centre managers
- Communication

### Module 2: Operational Supervision and People Management

- Operational supervision
- People management
- Maintain productive and effective teams
- Supervise personnel
- Attend to personnel planning, management and control
- Maintain productive teams for an operational unit in a contact centre
- Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level

### Module 3: Industrial Relations and Performance Management

- Industrial relations management
- Attend to industrial relations management and control
- Attend to performance and training management and control

### Module 4: Process Improvement and Service Delivery

- Assure the output of the service delivery by agents
- Manage process and technology improvement projects
- Attend to operational target-and standard-setting processes in a contact centre environment
- Attend to process and technology efficiency management processes in a contact centre environment

## Module 5: Supplier and Customer Management ▼

- Supplier management
- Customer management
- Administer supplier service level agreements
- Attend to customer/client/supplier communication
- Manage a customer contact process
- Attend to customer and supplier relations management processes in a contact centre environment

## Module 6: Operational Management and Financial Management ▼

- Operational management
- Financial management concepts
- Provide budgeting services
- Read and interpret financial documents
- Develop operational plans and manage performance levels
- Manage service level agreements
- Attend to standard financial control procedures in a contact centre environment

## Module 7: Technology and Quality Management ▼

- Contact centre technology, systems and processes
- Contact centre quality management
- Evaluate MIS reports and ensure system efficiency
- Assure quality standards in a contact centre environment

### ^ DELIVERY

- Duration: 24 Months
- Delivery: Classroom/Online/Blended

### ^ ENTRY LEVEL REQUIREMENTS

- NQF Level 4 qualification with Mathematics

### ^ CAREER POSSIBILITIES

- Contact Centre Manager
- Call Centre Officers
- Customer Services Manager

### ^ ACCREDITATION

- Occupational Certificate – Contact Centre Manager
- Accreditation: QCTO
- SAQA ID: 117852
- NQF Level: 5

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