

# National Certificate: Business Process Outsourcing Support NQF 3

## ^ PURPOSE

A person acquiring this qualification will be able to manage first-line managers in an organisational entity. Learners will be provided with competencies to handle both inbound and outbound interactions/traffic within different types of operations of contact centre and/or business process outsourcing. The qualification develops skills in the use of various communication channels .e.g. telephone, fax, email, internet, intranet, multifunction devices, web chat, 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.

## ^ COURSE CONTENT

### 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 basic 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
- Write/present/sign texts for a range of communicative contexts

### 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
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

### 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

## ^ COURSE CONTENT

### 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/or 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 coverage in terms of SASRIA
- Conduct exhibition telemarketing

## ^ DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

## ^ ENTRY LEVEL REQUIREMENTS

- Grade 10
- Computer Literacy

## ^ CAREER POSSIBILITIES

- Store Manager
- Area or Regional Manager
- Merchandising Manager
- Customer Service Manager
- Sales Manager

## ^ ACCREDITATION

- National Certificate: Contact Centre and Business Process Outsourcing Support
- Accreditation: Services SETA
- SAQA ID: 93997
- NQF Level: 3
- Credits: 124

MORE INFO

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