



**NATIONAL
CERTIFICATE:
CONTACT CENTRE
SUPPORT**



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NC : CONTACT CENTRE AND BUSINESS PROCESS OUTSOURCING SUPPORT

COURSE INFORMATION

SAQA ID: 71489
 NQF Level: 3
 Learnership Duration: 12 months
 Credits: 124
 Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 45 Days
 Accrediting SETA: Services Sector Education & Training Authority

ENTRY CRITERIA

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.
- Computer Literacy at NQF Level 3.

QUALIFICATION RULES

The qualification consists of a minimum of 124 credits and has been designed in accordance with the SAQA regulations and

1. All fundamental unit standards are compulsory for this qualification. (36 credits)
2. All core unit standards are compulsory. (55 credits)

Rules regarding Electives

Elective unit standards totaling a minimum of (33 credits) needs to be completed.

EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer;
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

CANDIDATE PROFILE & DEPLOYMENT

Target Market:

- Contact centre agent
- Consultant in either an inbound or outbound environment
- Customer services
- Mentor Requirements: Mentor must have at least 5 years' experience in a Entrepreneur or potential business owner. or similar environment.
- Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

PURPOSE

The programme introduces Contact Centre and / or Business Process Outsourcing operations. The qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

SKILL LEVEL OUTCOME

- Provide effective customer service in a Contact Centre and / or 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.

ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 71489

CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

FISA Requirements:

Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):

RPL is available for this qualification



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Learning Programme 1: Contact Centre Operation

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	14348	Process incoming and outgoing telephone calls	3	10
Core	377441	Communicate with customers in a Contact Centre and BPO environment	10	
Core	377421	Manage in-bound and / or out-bound calls in a Contact Centre	8	
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	4	

Learning Programme 2: Contact Processing

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	377460	Collect and record information queries and requests from customers	6	15
Core	110025	Process data using information technology	5	
Core	277401	Handle a range of customer complaints in a Contact Centre and BPO environment	10	
Fundamental	119457	Interpret and use information from texts	5	
Fundamental	119465	Write / present / sign texts for a range of communicative contexts	5	
Fundamental	119467	Use language and communication in occupational learning programmes	5	
Fundamental	119472	Accommodate audience and context needs in oral / signed communication	5	

Learning Programme 3: Operate and communicate in a professional manner

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	5	10
Core	115772	Use time management techniques to manage time in a financial services environment	2	
Core	244589	Identify causes of stress and techniques to manage in the workplace	2	
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	5	
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	2	
Fundamental	9012	Investigate life and work-related problems using data and probabilities	5	
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	

Learning Programme 4: Debt Recovery

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	6	15
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	6	
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures	6	
Elective	116610	Assess and allocate debt collecting accounts according to risk profile	6	
Elective	116599	Manage debtor portfolio	6	
Elective	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	6	