



**NATIONAL  
CERTIFICATE:  
CONTACT CENTRE  
SUPPORT**



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## NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT

### COURSE INFORMATION

SAQA ID: 71490  
 NQF Level: 2  
 Learnership Duration: 12 months  
 Credits: 128  
 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

- Numeracy at NQF Level 1 or equivalent.
- English at NQF Level 1 or equivalent.
- Second Language at NQF Level 1 or equivalent.
- Computer operating skills at NQF Level 2 or equivalent.

### QUALIFICATION RULES

The qualification consists of a minimum of 140 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. (76 credits)

Rules regarding Electives

Elective unit standards totaling a minimum of (16 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:

- Data Capturing Contact Centre Agent/Consultant
- Contact Centre Supervisor
- Contact Centre Coach
- Customer Care Consultants
- Direct Selling
- Sales
- Tele Marketing
- Mentor Requirements: Mentor must have at least 5 years' experience in a call centre/ BPO environment or similar environment.
- Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

### PURPOSE

The programme introduces the Contact Centre environment. The programme will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

### SKILL LEVEL OUTCOME

- Apply in-bound and out-bound Contact Centre operations in a commercial environment.
- Meet performance standards within a Contact Centre.
- Effectively manage customers through the provision of accurate information and responding to queries and complaints
- Effectively manage data collection through accurate recording of information.
- Understand the Contact Centre culture and integrate into a diverse working environment and team

### ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 71490

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

#### Learning Programme 1 : Contact Centre Culture

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13872	Instil in myself a personal Contact Centre culture	4	5
Fundamental	119454	Maintain and adapt oral / signed communication	5	
Fundamental	119456	Write / present for a defined context	5	

#### Learning Programme 2 : Numeracy Fundamentals

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	3	10
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	3	
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	3	
Fundamental	9007	Work with a range of patterns and functions and solve problems	5	
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	

#### Learning Programme 3 : Business communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119463	Access and use information from texts	5	5
Fundamental	8967	Use language and communication in occupational learning programmes	5	

#### Learning Programme 4 : Dealing with Customers

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10348	Identify and respond to customer needs in a Contact Centre	12	5
Core	13885	Provide information to customers in a Contact Centre	12	
Core	13873	Handle a range of customer complaints in a Contact Centre	4	
Fundamental	119454	Maintain and adapt oral / signed communication	5	

**Learning Programme 5 : Collecting, Recording and Problem Solving in a Contact Centre**

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10350	Collect and record a customer's information, queries and requests from customers	8	5
Core	13886	Gather and provide relevant information to contribute to project problem solving	5	
Fundamental	8967	Use language and communication in occupational learning programmes	5	
Fundamental	119463	Access and use information from texts	5	
Fundamental	119454	Maintain and adapt oral / signed communication	5	
Fundamental	119456	Write / present for a defined context	5	

**Learning Programme 6 : Performance Standards in the Contact Centre**

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10349	Input data received onto appropriate computer packages within a Contact Centre	12	5
Core	10353	Meet performance standards within a Contact Centre	6	
Fundamental	119454	Maintain and adapt oral / signed communication	5	
Fundamental	119456	Write / present for a defined context	5	
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	8	
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	8	

**Learning Programme 7 : Work in Team**

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13874	Work as a member of a Contact Centre Team	5	5
Core	10354	Contribute to a diverse working environment in a Contact Centre	5	