

PROFESSIONAL LEARNERSHIPS

CONTACT CENTRE MANAGER

QUALIFICATION 99687
LEARNERSHIP Q-NUMBER: 32Q320152342855

*Designed to support your
Workplace Skills Plan and
build job-ready IT capability*

Build leadership capability that drives customer experience

Customer experience is shaped by the teams who deliver it every day. Strong leadership is critical to consistency, performance, and service quality.

This Contact Centre Manager learnership builds practical capability to lead teams, manage operations, and drive performance in contact centre environments. Learners develop the skills to manage targets, support teams, and ensure service delivery standards are met.

Whether your learners are progressing into leadership or strengthening operational capability, this qualification prepares them for roles such as Contact Centre Manager, Team Leader, or Customer Service Manager responsible for driving performance and service quality.



On successful completion of this qualification, learners are awarded: **Occupational Certificate: Contact Centre Manager (SAQA ID: 99687)**



NQF LEVEL

5



CREDITS

285



WHO SHOULD ENROL?

- Organisations managing customer service or contact centre operations
- Teams responsible for service delivery and performance
- Employers looking to strengthen leadership and customer experience
- Individuals working in contact centres looking to move into management roles
- Professionals responsible for customer service operations

WHAT MAKES THIS COURSE DIFFERENT?

This programme is designed to move you from learning to doing

- Build strong foundations in contact centre operations and leadership
- Apply your skills in real-world operational and team scenarios
- Gain confidence to manage performance, people and customer experience

WHAT IS THE ENTRY CRITERIA?

- Grade 12

CONTACT CENTRE MANAGER

QUALIFICATION

The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager and to manage and optimise quality contact centre operations and practices.

Skills your teams will build

These skill level outcomes show what learners will be able to do:

- Manage and control the costs of a contact centre
- Manage and control the operational planning and achievement of operational targets
- Manage personnel employed in a contact centre
- Manage customer and supplier relations
- Manage and assure the achievement of contact centre quality standards
- Manage and control the efficiency of contact centre processes and technology

Recognised, quality-assured qualification

Learners undergo internal assessment across the knowledge, practical, and workplace modules, all of which are formally assessed and moderated, in line with QCTO requirements. Successful completion of all components ensures that learners are EISA-ready for the External Integrated Summative Assessment.

To obtain the qualification, learners must pass the External Integrated Summative Assessment (EISA), conducted at an Accredited Assessment centre under the oversight of an Assessment Quality Partner (AQP). The EISA evaluates learners' competence against the qualification's Exit Level Outcomes through integrated written, practical, and/or work-based assessment methods, in line with approved external assessment specifications.

An environment that enables your learning journey

To ensure a successful learning journey, learners are supported by the right tools, systems, and experienced mentors within a structured environment that aligns with workplace standards. Everything is designed to help learners learn, practice, and perform with confidence.

Physical Requirements

- A contact centre that deals with more than one customer interaction type/channel over and above the call centre channel (Channels being but not limited to - Inbound Call/ Outbound Call/ email/ fax/ SMS/ web-chat) therefore an Inbound and/or Outbound call centre that also utilises another interaction type is a minimum requirement.
- Has 24 plus agents that are directly managed as resources in the contact centre environment on a full-time basis.
- The Contact Centre Manager must have direct management control over the agents employed and therefore excludes workplaces that have outsourced the staff management function to a third party

Human Resource Requirements

- A person with 3 years' experience in a managerial role in a contact centre trained as a workplace coach/mentor must be available for every 5 learners

Legal Requirements

- Workplace compliance with occupational health safety and environmental protection requirements

Let's partner for impact!

Our approach combines a deep understanding of your objectives with expert guidance on QCTO programmes, ensuring smooth implementation and meaningful impact in the workplace.

We'll help you get clear on the holistic implementation process

From first conversation to final assessment, you'll be supported by a team that understands how to make QCTO programmes work in practice.

Delivered your way

- Classroom | Johannesburg
- Virtual | Instructor-led
- On-site | Nationwide

**Contact us to
start your journey!**

✉ impactful@lrmg.co.za

🌐 impactful.co.za

CONTACT CENTRE MANAGER

QUALIFICATION

This detailed overview outlines how the qualification is structured to develop capability progressively – from foundational knowledge, through applied practical skills, to integrated workplace experience. Each module is aligned to the credit requirements of the nationally recognised qualification

KNOWLEDGE MODULES (80 CREDITS)

ID	Name	Level	Credits
143905000-KM-01	Introductory studies for Contact Centre Managers	4	4
<p>The main focus of the learning in this knowledge module is to build an understanding of contact centre industry, the business environment and concepts of time management, quality and business ethics.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-01-KT01	Contact centre careers and qualifications		
KM-01-KT02	Contact Centre business environment		
KM-01-KT03	Safety, Health and Environmental protection		
KM-01-KT04	Business ethics		

ID	Name	Level	Credits
143905000-KM-02	Communication	4	4
<p>The main focus of the learning in this knowledge module is to build an understanding of the basic communication process and a range of business communication methods.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-02-KT01	Basic principles of communication		
KM-02-KT02	Formal business communication		
KM-02-KT03	Non-verbal communication		

ID	Name	Level	Credits
143905000-KM-03	Operational Supervision	4	4
<p>The main focus of the learning in this knowledge module is to build an understanding of general supervisory concepts.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-03-KT01	Introduction to supervision		
KM-03-KT02	Supervising teams		
KM-03-KT03	Performance management		
KM-03-KT04	Industrial relations		
KM-03-KT05	Workplace health and safety legislation		
KM-03-KT06	General rules and principles of safe work practices		
KM-03-KT07	Quality assurance in the contact centre environment		

ID	Name	Level	Credits
143905000-KM-04	Operational Management	5	4
<p>The main focus of the learning in this knowledge module is to build an understanding of management principles and concepts that commonly apply to the management of an operation.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-04-KT01	Introduction to management		
KM-04-KT02	Operational planning		
KM-04-KT03	Organising		
KM-04-KT04	Leading		
KM-04-KT05	Controlling		

ID	Name	Level	Credits
143905000-KM-05	People Management	5	6
<p>The main focus of the learning in this knowledge module is to build an understanding of the personnel management functions attended to by line management.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-05-KT01	Recruitment and selection		
KM-05-KT02	Performance management		
KM-05-KT03	Training management		
KM-05-KT04	Facilitation, coaching and mentoring		

ID	Name	Level	Credits
143905000-KM-06	Industrial Relations Management	5	8
<p>The main focus of the learning in this knowledge module is to build an understanding of the industrial relations management functions attended to by line management.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-06-KT01	Overview of relevant legislation		
KM-06-KT02	The employment relationship and contract of employment		
KM-06-KT03	Conduct management		
KM-06-KT04	Capacity management		
KM-06-KT05	Conflict management		
KM-06-KT06	Dispute Resolution		

ID	Name	Level	Credits
143905000-KM-07	Contact Centre Technology, Systems and Processes	5	10
<p>The main focus of the learning in this knowledge module is to build an understanding of the technology used in a contact centre as well as the associated systems.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-07-KT01	Types of technology/systems and the application thereof		
KM-07-KT02	Process flow and control		

ID	Name	Level	Credits
143905000-KM-08	Contact Centre Quality Management	5	10
<p>The main focus of the learning in this knowledge module is to build an understanding of the quality management systems in the contact centre environment.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-08-KT01	SABS Standard (BPS&O standard) and Benchmarking		
KM-08-KT02	ISO Customer Contact Centre ISO standard		

ID	Name	Level	Credits
143905000-KM-09	Supplier management	6	10
<p>The main focus of the learning in this knowledge module is to build an understanding of supplier management and related service level agreements.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-09-KT01	Supplier selection		
KM-09-KT02	Service Level Agreements		

ID	Name	Level	Credits
143905000-KM-10	Customer management	6	10
<p>The main focus of the learning in this knowledge module is to build an understanding of customer management concepts in the contact centre environment.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-10-KT01	Customer process management		
KM-10-KT02	Customer Service Level Agreements/Terms & Conditions		

ID	Name	Level	Credits
143905000-KM-11	Financial management concepts	5	10
<p>The main focus of the learning in this knowledge module is to build an understanding of financial concepts as related to operational managers.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-11-KT01	Introduction to financial concepts		
KM-11-KT02	Costs and management accounting		

PRACTICAL SKILL MODULES (98 CREDITS)

ID	Name	Level	Credits
143905000-PM-01	Provide budgeting services	4	4
<p>The focus of the learning in this module is on providing the learner an opportunity to gain practical skills in a controlled learning environment related to the development of operational budgets for a contact centre that are aligned to the achievement of operational plans.</p> <p>The learner will be required to:</p>			
PM-01-PS01	Provide inputs into the budgeting process		
PM-01-PS02	Draw up an annual operational budget		
Associated Knowledge Module: KM-11 Financial management concepts			

ID	Name	Level	Credits
143905000-PM-02	Read and interpret financial documents	5	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain practical skills in a controlled learning environment related to planning, monitoring and control finances of a contact centre as related to the functions of line management.</p> <p>The learner will be required to:</p>			
PM-02-PS01	Monitor, control and report on expense against budgets		
PM-02-PS02	Read financial statements and explain variables		
Associated Knowledge Module: KM-11 Financial management concepts			

ID	Name	Level	Credits
143905000-PM-03	Maintain productive and effective work teams	4	4
<p>The focus of the learning in this module is on providing the learner an opportunity to gain the practical skills to establish productive work teams that meet operational targets and quality standards.</p> <p>The learner will be required to:</p>			
PM-03-PS01	Set production targets for work teams		
PM-03-PS02	Evaluate team outputs and quality standards		
Associated Knowledge Module: KM-05 People management			

ID	Name	Level	Credits
143905000-PM-04	Develop operational plans and manage performance levels	5	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain the practical skills related to the development of operational plans and management of the operational performance levels of a contact centre.</p> <p>The learner will be required to:</p>			
PM-04-PS01	Develop an annual operational plan		
PM-04-PS02	Monitor and report on performance levels		
Associated Knowledge Module: KM-04 Operational management			

ID	Name	Level	Credits
143905000-PM-05	Manage service level agreements	6	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain the practical skills to the management of service level agreements.</p> <p>The learner will be required to:</p>			
PM-05-PS01	Read and interpret a service level agreement		
PM-05-PS02	Define service delivery requirements		
Associated Knowledge Module: KM-03 Operational supervision			

ID	Name	Level	Credits
143905000-PM-06	Supervise personnel	4	6
<p>The focus of the learning in this module is on providing the learner an opportunity to gain supervisor competencies related to general personnel management activities.</p> <p>The learner will be required to:</p>			
PM-06-PS01	Attend to first-line discipline		
PM-06-PS02	Conduct a performance evaluation interview		
PM-06-PS03	Address performance related problems		
PM-06-PS04	Resolve a workplace grievance		
PM-06-PS05	Resolve workplace and customers' related conflict		
PM-06-PS06	Administer employee records		
PM-06-PS07	Coach employees		
Associated Knowledge Module: KM-03 Operational supervision			

ID	Name	Level	Credits
143905000-PM-07	Attend to personnel planning, management and control	5	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain competencies related to the general personnel management roles and functions of line managers in a contact centre.</p> <p>The learner will be required to:</p>			
PM-07-PS01	Develop an organisational structure		
PM-07-PS02	Develop a workforce plan		
PM-07-PS03	Draft a shift handover procedure		
PM-07-PS04	Draft personnel cost control schedule		
Associated Knowledge Module: KM-04 Operational management			

ID	Name	Level	Credits
143905000-PM-08	Attend to industrial relations management and control	5	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain competencies related to the general industrial relations management roles and functions of line managers in a contact centre.</p> <p>The learner will be required to:</p>			
PM-08-PS01	Attend to shop floor discipline		
PM-08-PS02	Attend to grievances		
PM-08-PS03	Attend to capacity related problems		
PM-08-PS04	Resolve conflict		
PM-08-PS05	Respond to and prepare for disputes		
Associated Knowledge Module: KM-06 Industrial relations management			

ID	Name	Level	Credits
143905000-PM-09	Attend to performance and training management and control	5	4
<p>The focus of the learning in this module is on providing the learner an opportunity to gain competencies related to the general performance and training management roles and functions of line managers in a contact centre.</p> <p>The learner will be required to:</p>			
PM-09-PS01	Conduct a recruitment interview		
PM-09-PS02	Manage performance		
PM-09-PS03	Coordinate and manage training		
Associated Knowledge Module: KM-05 People management			

ID	Name	Level	Credits
143905000-PM-10	Administer supplier service level agreements	6	6
<p>The focus of the learning in this module is on providing the learner an opportunity to develop learner competencies related to the administration of service level agreements in the contact centre environment.</p> <p>The learner will be required to:</p>			
PM-10-PS01	Read and interpret supplier service level agreements		
PM-10-PS02	Identify business requirements for the supplier service level agreement		
PM-10-PS03	Generate and present service level agreement reports		
PM-10-PS04	Validate claims and resolution reports		
Associated Knowledge Module: KM-09 Supplier management			

ID	Name	Level	Credits
143905000-PM-11	Attend to customer/client/supplier communication	6	8
<p>The focus of the learning in this module is on providing the learner an opportunity to develop learner competencies related to attending to a range of communication requirements in the contact centre environment.</p> <p>The learner will be required to:</p>			
PM-11-PS01	Conduct a consumer/client satisfaction survey		
PM-11-PS02	Chair meetings and deliver reports		
PM-11-PS03	Manage stakeholder briefings and information sharing		
PM-11-PS04	Manage compliments and complaints		
Associated Knowledge Modules: KM-09 Supplier management, KM-10 Customer management			

ID	Name	Level	Credits
143905000-PM-12	Assure the output of the service delivery by agents	6	8
<p>The focus of the learning in this module is on providing the learner an opportunity to gain the practical skills related to assuring the quality of the services delivered by agents in a contact centre environment.</p> <p>The learner will be required to:</p>			
PM-12-PS01	Calibrate calls		
PM-12-PS02	Output service delivery quality monitoring plan		
PM-12-PS03	Conduct internal auditing procedures on output quality standards		
PM-12-PS04	Prepare for external audits on output quality standards		
PM-12-PS05	Develop and conduct output services benchmarking meetings and reports		
Associated Knowledge Module: KM-03 Operational supervision			

ID	Name	Level	Credits
143905000-PM-13	Evaluate MIS reports and ensure system efficiency	5	6
<p>The focus of the learning in this module is on providing the learner an opportunity to gain the practical skills related to accessing and evaluating data generated by management information systems reports.</p> <p>The learner will be required to:</p>			
PM-13-PS01	Access and evaluate standard MIS reports		
Associated Knowledge Module: KM-08 Contact centre quality management			

ID	Name	Level	Credits
143905000-PM-14	Manage a customer contact process	6	8
<p>The focus of the learning in this module is on providing the learner an opportunity to develop managerial competencies related to the customer contact process.</p> <p>The learner will be required to:</p>			
PM-14-PS01	Establish a customer contact process		
PM-14-PS02	Manage the operational customer interaction systems		
Associated Knowledge Module: KM-10 Customer management			

ID	Name	Level	Credits
143905000-PM-15	Manage process and technology improvement projects	5	4
<p>The focus of the learning in this module is on providing the learner an opportunity to develop project management competencies that will enable the learner to manage internal work-related projects.</p> <p>The learner will be required to:</p>			
PM-15-PS01	Develop a project plan		
PM-15-PS02	Implement the project plan		
PM-15-PS03	Perform a project close-out evaluation		
Associated Knowledge Module: KM-07 Contact centre technology, systems and processes			

WORK EXPERIENCE MODULES (100 CREDITS)

ID	Name	Level	Credits
143905000-WM-01	Attend to standard financial control procedures in a contact centre environment	6	10
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to financial control procedures under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to financial control procedures through repetition. Experience the range of financial control procedures attended to is influenced by the clientele served and the standards applied by the contact centre. Experience a further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to financial control procedures under close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-01-WE01	Assist and observe an experienced person attending to financial controls for a period of one week <ul style="list-style-type: none"> Assist with and observe the execution of specific financial control procedures such as budgeting, monitoring of expenses against budgets and general financial administration Assist with and observe general interaction, reporting and communication on financial matters Gain exposure in the functions of supporting departments such as the Financial Department 		
WM-01-WE02	Attend to financial control activities for a period of three weeks under the direct supervision of an experienced contact centre management staff member <ul style="list-style-type: none"> Attend to the execution of specific financial control functions related to budgeting, controlling of budgets and related expenses, financial administration and reporting Attend to general interaction, reporting and communication on budgets and the control of expenses Adhere to workplace policies and procedures related to financial controls and delegations Attend at least four meetings on financial reporting and planning and present at least one financial report at a meeting 		

ID	Name	Level	Credits
143905000-WM-02	Maintain productive and effective work teams for an operational unit in a contact centre	4	12
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to subordinate team members under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to team leadership and supervision through repetition. Experience the range of team leadership and supervisory procedures attended to is influenced by the delegated responsibilities and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to team leadership and supervisory procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-02-WE01	Assist and observe an experienced person directing work teams and supervising work activities for a period of two weeks <ul style="list-style-type: none"> Assist with and observe the general team leadership and supervisory activities Assist with and observe general interaction, reporting and communication with persons in managerial positions Gain exposure in the functions of supporting HR functions such as the HR Department 		
WM-02-WE02	Attend to team leadership and supervision for a period of three weeks under the direct supervision of an experienced contact centre management staff member <ul style="list-style-type: none"> Attend to the execution of activities such as work planning and target setting, evaluation of outputs and quality standards, performance evaluation and reporting, team meetings, data capturing, and evaluation of system reports Attend to general interaction, reporting and communication with persons in managerial positions, under direct supervision Adhere to workplace policies, procedures and delegated authorities Attend at least four meetings on operational reporting and planning and present at least one report on team performance at a meeting 		

ID	Name	Level	Credits
143905000-WM-03	Attend to operational target- and standard-setting processes in a contact centre environment	5	13
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to operational target- and standard-setting procedures under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to operational target- and standard-setting procedures through repetition The range of operational target- and standard-setting procedures attended to is influenced by the clientele served and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to operational target- and standard-setting procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-03-WE01	Assist and observe an experienced person with the managing and controlling of target - and standard - setting procedures for a minimum period of one week <ul style="list-style-type: none"> Assist with and observe the execution of a range of activities related to operational target- and standard-setting Assist with and observe general interaction, reporting and communication with other departments on matters related to operational planning 		
WM-03-WE02	Attend to operational target - and standard - setting for a period of three weeks under the direct supervision of an experienced contact centre management staff member <ul style="list-style-type: none"> Attend to operational planning activities, such as defining operational objectives, estimation and formulation of targets and standards, estimation of resources requirements, development of operational plans, evaluation of performance levels against set targets, and formulation of remedial actions to address areas of non-conformance Attend to the interpretation and alignment of operational processes, targets and standards with service level agreement deliverables Attend to the management of service level agreement processes, risk management, performance evaluation, and corrective actions Attend to general interaction, reporting and communication with persons in managerial positions Adhere to workplace policies and procedures related to operational planning and delegations Attend at least four meetings on operational reporting and planning and present at least one report on operational targets and standards at a meeting 		

ID	Name	Level	Credits
143905000-WM-04	Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level	4	8
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to team leadership and first-line discipline procedures under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to team leadership and first-line discipline procedures through repetition. Experience the range of team leadership and first-line discipline procedures attended to is influenced by the structure and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to team leadership and first-line discipline procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-04-WE01	Assist and observe an experienced person attending to team leadership and first-line discipline for a period of one week <ul style="list-style-type: none"> Assist with and observe the team leadership and supervisory activities Assist with and observe general interaction, reporting and communication with other departments 		
WM-04-WE02	Attend to team leadership and first-line discipline under the direct supervision of an experienced contact centre management staff member for a period of two weeks <ul style="list-style-type: none"> Attend to supervisory activities such as first-line discipline, target setting and performance evaluation, resolution of grievances, administration of personnel records Attend to general interaction, reporting and communication with other departments 		

ID	Name	Level	Credits
143905000-WM-05	Attend to personnel management processes in a contact centre environment within the delegated functions of line management	5	16
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to personnel management and control procedures under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to personnel management and control procedures through repetition. Experience the range of personnel management and control procedures attended to is influenced by the structure and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to personnel management and control procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-05-WE01	Assist and observe an experienced line manager responsible for personnel management and control for a period of two weeks <ul style="list-style-type: none"> Assist with and observe the execution of personnel planning, management and control Assist with and observe the execution of industrial relations management and control Assist with and observe the execution of personnel performance and training management and control Assist with and observe general interaction, reporting and communication with other departments 		
WM-05-WE02	Attend to personnel management and control procedures for a period of four weeks under the direct supervision of an experienced contact centre management staff member <ul style="list-style-type: none"> Attend to personnel management and control activities such as workforce planning, shift management and handover procedures, personnel cost control, personnel records and administration Attend to industrial relations management and control activities such as the institution and enforcement of discipline, shop floor dispute and conflict resolutions, enforcement of codes of conduct, and industrial relations administration Attend to personnel performance and training management, and control activities such as job analysis, performance agreements, performance interviews, recruitment and selection, training schedules and budgets, evaluation of the impact of training, training provider selection, and training administration Attend to general interaction, reporting and communication with other departments 		

ID	Name	Level	Credits
143905000-WM-06	Attend to customer and supplier relations management processes in a contact centre environment	6	16

The focus of the work experience is on providing the learner an opportunity to:

- Expose the learner to the complexities of attending to customer and supplier relations management procedures under authentic working conditions.
- Expose the learner to the complexities of dealing with different workplace demands and pressures of work.
- Develop confidence in attending to customer and supplier relations management procedures through repetition.
- Experience the range of customer and supplier relations management procedures attended to is influenced by the clientele served and the standards applied by the contact centre.
- Experience further experiential learning opportunity in the practical skills presented by the provider.
- Gain further exposure in the application of knowledge and practical skills by attending to customer and supplier relations management procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role.

WM-06-WE01	Assist with and observe customer and supplier relations management activities for a period of two weeks <ul style="list-style-type: none"> • Assist with and observe the administration of supplier service level agreement and customer/client/supplier communication • Assist with and observe general interaction, reporting and communication
WM-06-WE02	Perform customer and supplier relations' management activities under the direct supervision of an experienced contact centre management staff member for a period of four weeks <ul style="list-style-type: none"> • Attend to administrative management activities of supplier service level agreements, such as operational planning, monitoring and controlling of delivery standards and targets, data administration and reporting, business requirements for the supplier service level agreement, generation and presentation of service level agreement reports, validation of claims and resolution reports • Attend to customer/client/supplier communication related activities, such as satisfaction surveys, chair meetings and present reports, information sharing notices, stakeholder briefing, complaints and compliments management

ID	Name	Level	Credits
143905000-WM-07	Assure quality standards in a contact centre environment	5	16
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of quality assurance procedures in a contact centre environment under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to quality assurance procedures through repetition. Experience the range of quality assurance procedures attended to is influenced by the quality management policies and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to quality assurance procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-07-WE01	Assist with and observe quality management activities for a period of two weeks <ul style="list-style-type: none"> Assist with and observe the administration of supplier service level agreement and customer/client/supplier communication Assist with and observe general interaction, reporting and communication 		
WM-07-WE02	Perform quality assurance activities under the direct supervision of an experienced contact centre management staff member for a period of four weeks <ul style="list-style-type: none"> Attend to quality assurance activities, such as calibration of calls, monitoring compliance with business processes and customer processes, monitoring and assuring output service delivery quality standards, conducting quality reporting and compiling action plans, conducting internal quality auditing, preparing for external quality auditing, conducting output services, benchmarking and reporting 		

ID	Name	Level	Credits
143905000-WM-08	Attend to process and technology efficiency management processes in a contact centre environment	5	16
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <ul style="list-style-type: none"> Expose the learner to the complexities of attending to process and technology efficiency management procedures under authentic working conditions. Expose the learner to the complexities of dealing with different workplace demands and pressures of work. Develop confidence in attending to process and technology efficiency management procedures through repetition. Experience the range of process and technology efficiency management procedures attended to is influenced by the processes, technology and the standards applied by the contact centre. Experience further experiential learning opportunity in the practical skills presented by the provider. Gain further exposure in the application of knowledge and practical skills by attending to process and technology efficiency management procedures under the close supervision of an experienced person in the contact centre acting in a mentorship and coaching role. 			
WM-08-WE01	Assist with and observe process and technology efficiency management activities for a period of two weeks <ul style="list-style-type: none"> Assist with and observe the administration of process and technology efficiency management activities for a period of two weeks Assist with and observe general interaction, reporting and communication 		
WM-08-WE02	Perform process and technology efficiency management activities under the direct supervision of an experienced contact centre management staff member for a period of four weeks <ul style="list-style-type: none"> Attend to process and technology efficiency management activities, such as compiling systems generated reports for specific reporting purposes, analysing and interpreting data, compiling reports and presenting data Attend to the administration and management of customer contact and interaction processes such as the establishment of customer contact processes and managing the customer interaction systems Attend to the management of process and technology improvement processes or projects, such as defining improvement targets, controlling project budgets, monitoring and implementation of improvement plans, project administration and reporting, close out reviews 		