



# Contact Centre Support 71490

## Level 2 128 credits

*The Contact Centre Support Programme is aimed any staff who wish to be involved in a contact centre environment, or staff who deal with internal and/or external customers and who will benefit from contact centre support skills.*

### Programme Outcomes

On achieving this qualification, the learner will be able to:

- Communicate effectively
- Instil a contact centre culture
- Write effectively
- Provide customer support
- Provide information to customers
- Collect, gather and record information
- Solve problems
- Work in a diverse environment
- Handle customer complains
- Work as a member of a team
- Meet performance standards
- Apply in-bound and out-bound contact centre operations



# Programme

## QUALIFICATION RULES

To be awarded the Qualification learners are required to obtain a minimum of 128 credits as detailed below.

## FUNDAMENTAL COMPONENT

The Fundamental Component consists of Unit Standards in:

Mathematical Literacy at Level 2 to the value of 16 credits

Communication at Level 2 in a First South African Language to the value of 20 credits.

All Unit Standards, to the value of 36 credits, in the Fundamental Component are compulsory.

## CORE COMPONENT

The Core Component consists of Unit Standards to the value of 76 credits all of which are compulsory.

## ELECTIVE COMPONENT

The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 16 credits.

### Module 1: Call Centre Communications and Job Application Techniques

|             | ID     | UNIT STANDARD TITLE   | NEW LEVEL | CREDITS |
|-------------|--------|---|-----------|---------|
| Fundamental | 8967   | Use language and communication in occupational learning programmes  | 2         | 5       |
| Fundamental | 119454 | Maintain and adapt oral/signed communication  | 2         | 5       |
| Fundamental | 119463 | Access and use information from texts   | 2         | 5       |
| Fundamental | 119456 | Write/present for a defined context   | 2         | 5       |
| Fundamental | 119464 | Respond to literary texts   | 2         | 5       |
| Fundamental | 119455 | Respond to selected literary texts  | 2         | 5       |
| Fundamental | 119459 | Write/present/sign for a wide range of contexts   | 4         | 5       |
| Fundamental | 7469   | Use mathematics to investigate and monitor the financial aspects of personal and community life   | 2         | 2       |
| Fundamental | 7480   | Demonstrate understanding of rational and irrational numbers and number systems   | 2         | 3       |
| Fundamental | 9007   | Work with range of patterns an functions and solve problems   | 2         | 5       |
| Fundamental | 9008   | Identify, describe, compare, classify, explore shape and motion in 2-and3-dimensional shapes in different contexts                            | 2         | 3       |
| Fundamental | 9009   | Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems | 2         | 3       |

### Module 2: Introduction to Call Centre Operations

|      | ID    | UNIT STANDARD TITLE   | NEW LEVEL | CREDITS |
|------|-------|---|-----------|---------|
| Core | 13872 | Instill in myself a personal Contact Centre Culture             | 4         | 4       |
| Core | 10348 | Identify and respond to customer needs in a Contact Centre      | 2         | 12      |
| Core | 10354 | Contribute to a diverse working environment in a Contact Centre | 2         | 8       |

|      |       |   |   |    |
|------|-------|---|---|----|
| Core | 13873 | Handle a range of customer complaints in Contact Centres                                | 4 | 4  |
| Core | 13874 | Work as a member of a Contact Centre Team   | 4 | 5  |
| Core | 13885 | Provide information to customers in a Contact Centre                                    | 2 | 12 |
| Core | 13886 | Gather and provide relevant information to contribute to contact centre problem solving | 3 | 5  |
| Core | 10348 | Identify and respond to customer needs in a Contact Centre                              | 2 | 12 |

### Module 3: Call Centre Inbound & Outbound Technical Competence

|          | ID    | UNIT STANDARD TITLE  | NEW LEVEL | CREDITS |
|----------|-------|--|-----------|---------|
| Core     | 10349 | Input data received onto appropriate computer packages within a Contact Centre | 2         | 12      |
| Core     | 10353 | Meet performance standards within a Contact Centre                             | 2         | 6       |
| Core     | 10350 | Collect and record information queries and requests from customers             | 2         | 8       |
| Elective | 10358 | Apply in-bound Contact Centre Operations within a commercial environment       | 2         | 8       |
| Elective | 13883 | Apply out-bound Contact Centre Operations within a commercial environment      | 3         | 8       |

## Target Audience

- **Target Audience:** Any staff who wishes to be involved in a contact centre environment, or who deal with internal or external customers and can benefit from contact centre skills.
- **Programme level:** The level of the programme is at NQF Level 2
- **Minimum Qualifying Criteria:** Numeracy at Level 1, English Communication at Level 1, second language at Level 1, and Computer operating skills at NQF level 2, or equivalent.



## Duration

- **Qualification Duration:** Twelve (12) months.
- **Pre-Assessment:** Pre-assessment of learners is undertaken to identify current qualifications and experience, and may result
- **Non Contact Duration:** Learners will be required to invest the necessary additional hours per module on additional reading, workplace practical assignments, and POE building, with the support of the supervisor and/or coach. A workplace log must be completed in this regard.
- **Qualification:** 71490: National Certificate: Contact Centre Support (NQF2): ACCREDITED
- **Coaching Support:** The appointed assessor and project co-ordinator are available to the learners for telephonic support and coaching while learners compile their POE's. Additional coaching support will be scheduled, as required, to assist with the building of POE's.

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