

FET CERTIFICATE: CONTACT CENTRE OPERATIONS (NQF 4)

SAQA QUALIFICATION ID: 71489

**SAKHISISIZWE
PROJECTS**

EMPOWERED
EDUCATION



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This qualification offers the learners' knowledge and skills in the management of records, comprehension of written and verbal texts, business writing, problem solving, ethics, cultural awareness, self management and self development, project teamwork and business policies and procedures. The qualification through it's selective component enables the learner to specialize in areas of administration such as reception, executive administration, financial literacy, relationship management, legal knowledge, communication, project administration and support, call centre and human resources.

Programme Outcomes

At the end of this qualification learners will be able to:

- ⇒ Understand and implement service levels and their monitoring in Contact Centres.
- ⇒ Monitor and control Contact Centre support staff and their meeting of targets and standards.
- ⇒ Apply specific Contact Centre sales knowledge and skills in creating and meeting sales targets and requirements.
- ⇒ Identify specific Contact Centre customers.
- ⇒ Coach others in Contact Centres.
- ⇒ Work with Contact Centre statistical data.



Building through empowered education

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The Contact Centre Operations Certificate consists of 19 unit standards worth 132 credits:

UNIT STANDARDS:

FUNDAMENTALS			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
119472	Accommodate audience and context needs in oral communication	NQF 3	5
119457	Interpret and use information from texts	NQF 3	5
119465	Write/ present/ sign texts for a range of communicative contexts	NQF 3	5
12153	Use the writing process to compose texts required in the business environment	NQF 3	5
119467	Use language and communication in occupational learning programmes	NQF 4	5
119462	Engage in sustained oral communication and evaluate spoken texts	NQF 4	5
119469	Read, review, analyse and respond to a variety of texts	NQF 4	5
119459	Write for a wide range of contexts	NQF 4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF 4	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF 4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF 4	6



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CORE			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
10313	Comply with service levels as set out in a Contact Centre operation	NQF 4	10
10324	Describe features, advantages and benefits of a range of products or services	NQF 4	6
10326	Identify customers of Contact Centres	NQF 4	4
10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	NQF 4	12
10321	Monitor and maintain performance standards in a Contact Centre	NQF 4	12
10327	Provide coaching to personnel within a Contact Centre	NQF 4	10
10322	Retrieve and correlate statistical data applicable to Contact Centres	NQF 4	12
ELECTIVES			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
10331	Identify and analyse customer and market related trends impacting on Contact Centres	NQF 4	10

