

## National Certificate: Contact Centre

**Achieve competence in the contact centre environment**

### Introduction

The National Qualification in Contact Centre Support: Level 2 is designed to meet the needs of those learners who enter the field of Contact Centres. Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres are a new industry - there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

The Contact Centre industry is also fast becoming the next knowledge worker industry. All Contact Centres are currently recruiting, training and performance managing agents. Currently Call Centres sit inside of existing organisations within larger Industries, i.e. Banking, Insurance, PAY-TV.

The Contact Centre National Certificate at NQF Level 2 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners.

**Qualification ID: 71490**

**Credits: 128**

**Level: 2**

**Programme Duration: 12 Months**

**Targeted Audience:**

- Sales Managers
- Contact Centre Managers
- Sales Representatives
- National Account Managers
- Key Account Managers
- Channel Managers
- Contact Centre/Call Centre Supervisors
- General Managers
- Administration Staff
- Category Managers
- Telesales Clerks
- Sales Directors
- Client Services Clerks
- Quality Assurance Staff
- Contact Centre/Call Centre Agents
- IT Staff

**Cost Per Delegate: R15,000.00**

Includes: learner guides, workbooks, certification  
Payment Terms: R250;00 non-refundable registration fee

Option to pay monthly over ten months  
Pay per module

## Benefits

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centres.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational activities in a Contact Centre

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## Entry Requirements

Learners entering this qualification should be competent in:

- Senior certificate or any other suitable qualification
- The ability to learn from predominantly written material

## Overview

The programme is offered in modular form as skills programmes and can be taken per module or as a full programme over a period of 12 months

**TOPIC BREAKDOWN/ OVERVIEW OF LEARNING PROGRAMME**

**70% practical (75% workplace implementation, 25% assessment) and 30 % theory (workshop).**

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS	FACILITATION/DAYS	WORKPLACE/DAYS	ASSESSMENT/HOURS
Core	<a href="#">10350</a>	Collect and record information queries and requests from customers	NQF Level 02	8	3 DAYS	5 DAYS	14 HRS
Core	<a href="#">10354</a>	Contribute to a diverse working environment in a Contact Centre	NQF Level 02	8	3 DAYS	5 DAYS	14 HRS
Core	<a href="#">10348</a>	Identify and respond to customer needs in a Contact Centre	NQF Level 02	12	4 DAYS	8 DAYS	21 HRS
Core	<a href="#">10349</a>	Input data received onto appropriate computer packages within a Contact Centre	NQF Level 02	12	4 DAYS	8 DAYS	21 HRS
Core	<a href="#">10353</a>	Meet performance standards within a Contact Centre	NQF Level 02	6	2 DAYS	4 DAYS	10.5 HRS
Core	<a href="#">13885</a>	Provide information to customers in a Contact Centre	NQF Level 02	12	4 DAYS	8 DAYS	21 HRS
Core	<a href="#">13886</a>	Gather and provide relevant information to contribute to contact centre problem solving	NQF Level 03	5	2 DAYS	3 DAYS	8 HRS
Core	<a href="#">13873</a>	Handle a range of customer complaints in Contact Centres	NQF Level 04	4	1 ½ DAY	2 ½ DAYS	7 HRS
Core	<a href="#">13872</a>	Instil in myself a personal Contact Centre culture	NQF Level 04	4	1 ½ DAY	2 ½ DAYS	7 HRS
Core	<a href="#">13874</a>	Work as a member of a Contact Centre Team	NQF Level 04	5	2 DAYS	3 DAYS	8 HRS

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS	FACILITATION/DAYS	WORKPLACE/DAYS	ASSESSMENT/HOURS
Fundamental	<a href="#">119463</a>	Access and use information from texts	NQF Level 02	5	2 DAYS	3 DAYS	8 HRS
Fundamental	<a href="#">9009</a>	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	NQF Level 02	3	1 DAY	2 DAYS	5 HRS
Fundamental	<a href="#">7480</a>	Demonstrate understanding of rational and irrational numbers and number systems	NQF Level 02	3	2 DAYS	4 DAYS	10.5 HRS
Fundamental	<a href="#">9008</a>	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	NQF Level 02	3	2 DAYS	4 DAYS	10.5 HRS
Fundamental	<a href="#">119454</a>	Maintain and adapt oral/signed communication	NQF Level 02	5	2 DAYS	3 DAYS	8 HRS
Fundamental	<a href="#">8967</a>	Use language and	NQF Level	5	2	3 DAYS	8 HRS

ntal		communication in occupational learning programmes	02		DAYS		
Fundamental	<a href="#">7469</a>	Use mathematics to investigate and monitor the financial aspects of personal and community life	NQF Level 02	2	1 DAY	1 ½ DAYS	3 HRS
Fundamental	<a href="#">9007</a>	Work with a range of patterns and functions and solve problems	NQF Level 02	5	2 DAYS	3 DAYS	8 HRS
Fundamental	<a href="#">119456</a>	Write/present for a defined context	NQF Level 02	5	2 DAYS	3 DAYS	8 HRS

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS	FACILITATION/DAYS	WORKPLACE/DAYS	ASSESSMENT/HOURS
Elective	<a href="#">10358</a>	Apply in-bound Contact Centre Operations within a commercial environment	NQF Level 02	8	3 DAYS	5 DAYS	14 HRS
Elective	<a href="#">13884</a>	Apply in-bound and out-bound Contact Centre operations within an emergency context	NQF Level 03	16	6 DAYS	10 DAYS	28 HRS
Elective	<a href="#">13883</a>	Apply out-bound Contact Centre Operations within a commercial environment	NQF Level 03	8	3 DAYS	5 DAYS	14 HRS