



## National Certificate: Contact Centre and Business Process Outsourcing Support

Achieve competence in the contact centre and BPO environment

### Introduction

This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification provides an introduction to contact centre and/or Business Process Outsourcing operations. The qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

Learners will be provided with competencies to handle both inbound and outbound interactions/traffic, within different types of operations of contact centre and/or Business Process Outsourcing. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back office processes and tasks. Learners will have the opportunity to learn, develop and practice the skills required to make an effective contribution in a general contact centre and/or Business Process Outsourcing environment.

### Call Centre Learnership Launch



**Qualification ID:** 93997LP 80566

**Credits:** 124

**Level:** 3

**Programme Duration:** 12 Months

**Targeted Audience:** This qualification is intended for Contact Centre and/or Business Process Outsourcing agents or those who wish to join the contact centre industry.

**Cost Per Delegate:** R16,000.00

Includes: learner guides, workbooks, certification

Payment Terms: R250;00 non-refundable registration fee

Option to pay monthly over ten months

Pay per module

### Benefits

- Providing effective customer service in a contact centre and/or Business Process Outsourcing industry.
- Using communication technology in a contact centre.
- Capturing data to track interactions.
- Working effectively as a team member in a group.

## 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

## Curriculum

### Module 1: Call Centre Management

- Process incoming and outgoing telephone calls
- Communicate with customers in a Contact Centre and BPO
- Handle a range of customer complaints in a Contact Centre and BPO
- Negotiate an agreement or deal in an authentic work situation
- Collect and record information queries and requests from customers

### Module 2: Customer Management in Contact Centre

- Process incoming and outgoing telephone calls
- Communicate with customers in a Contact Centre and BPO
- Handle a range of customer complaints in a Contact Centre and BPO
- Negotiate an agreement or deal in an authentic work situation
- Collect and record information queries and requests from customers

### Module 3: FAIS

- Use Time Management Techniques To Manage Time In A Financial Services Environment
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector
- Interpret classification systems in order to organise, retrieve and dispose of records Explain the implications of the Financial Advisors and Intermediaries Services` Act, (FAIS) for employees in financial services organisations
- Access information in order to respond to client enquiries in a financial services environment
- Describe standard insurance cover in terms of SASRIA
- Demonstrate knowledge and insight of the

### Module 4: Debt Recovery In Contact Centres

- Demonstrate knowledge and understanding of accounting practice and procedures associated with the collection of debts
- Demonstrate knowledge and application of ethical conduct in a debt recovery work context
- Assess and allocate debt collecting accounts according to risk profile
- Compile debtor correspondence in accordance with legislation and standard procedures
- Manage credit grantor portfolio
- Manage debtor portfolio

### Module 5: Business Writing

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts

### Module 6: Financial Life Skills

- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work related problems using data and probabilities
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

### Module 7: Health and Safety in the Workplace

- Demonstrate knowledge pertaining to fires in working places

### Module 8: Telemarketing - Conference

- Conduct exhibition telemarketing

Financial Advisory and Intermediary  
Services Act (FAIS) (Act 37 of 2002)