

Further Education and Training Certificate: Contact Centre Operations Level 4

SAQA Qualification ID 71489, NQF Level 4, 132 Credits

Introduction

The Contact Centre industry is also fast becoming the next knowledge worker industry, and has an increased demand for skills that ensure growth and sustainability. Nationally Call Centres have become a standard requirement inside existing organisations within larger industries such as Banking, Mobile Telecommunications, Insurance and Pay-Tv, to name a few.

This program is designed for Contact Centre staff that wants to formally progress and make Contact Centre Operations their chosen career path due to the on-going demand nationally and flexibility across industries. This program also facilitates the opportunity to identify standards at higher levels against which to align and measure Contact Centre Supervisors and Team Leaders, as well as extend their personal range of skills and knowledge of the industry to become more competent leaders in Contact Centres.

This qualification is ideal for candidates who have been working in a Contact Centre position for a minimum of 1 year as the sessions cover gap-training of concepts and principles relating to the specific topics and outcomes of this qualification. These sessions will also facilitate understanding of the evidence required to be collected for the delegates Portfolio of Evidence.

Course Objectives

People credited with these unit standards are able to:

- Estimate, measure and calculate physical quantities in practical situations
- Explore transformations of two-dimensional geometric figures
- Use mathematics to plan and control personal and/or household budgets and income and expenditure
- Use simple and compound interest to make sense of and define a variety of situations including investments, stokvels, inflation, appreciation and depreciation
- Investigate various aspects of financial transactions including costs, prices, revenue, cost price, selling price, loss and profit
- Apply various techniques to organise and represent data in order to model situations for specific purposes
- Give opinions on the implications of the modelled data for the required purpose
- Convert flexibly between and within various representations of functions
- Compare, analyse and describe the behaviour of patterns and functions
- Represent situations mathematically in order to interpret and solve problems
- Use and analyse computational tools and strategies, and make estimates and approximations
- Demonstrate understanding of numbers and relationships among numbers and number systems, and represent numbers in different ways

Course Outline

- Understanding mathematical applications that provide insight into the learner`s present and future occupational experiences and so develop into a contributing worker
- Gaining a confident, insightful use of mathematics in the management of the needs of everyday living to become a self-managing person
- Voicing a critical sensitivity to the role of mathematics in a democratic society and so become a participating citizen