

National Certificate: Contact Centre Support Level 2

SAQA Qualification ID 71490, NQF Level 2, 128 Credits

Introduction

This program 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 is a growing and competitive industry, increasing the need for skilled people and the development of formal career paths in this field.

There are no exams! Delegates are required to complete a Portfolio of Evidence.

Entry Requirements

Learners accessing this qualification are assumed to be competent in: Communication and Mathematical Literacy at NQF Level 1 (Grade 7) as well as Computer Literacy at NQF Level 2 (Grade 8).

Qualification Objectives

- 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

Qualification Outline

Module 1: Customer Service

- Identification and response to Contact Centre customer needs and requirements

Module 2: Statistical Data

- Contact Centre specific data gathering processes and procedures
- Operational activities are implemented and applied

Module 3: Teamwork

- Team membership responsibilities and the importance of self-development
- Performance levels and the meeting of these levels