



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The Further Education and Training Certificate: Contact Centre Operations is an NQF level 4 qualification. It is the third in a learning pathway for individuals working in Call Centres and Business Process Outsourcing (BPO) environments.

Delegates will build on competencies gained in the NQF Level 3 qualification and will develop more in-depth knowledge and skills about Contact Centre Operations as well as Customer Service, Sales, Products, Coaching and Leading in a BPO team.

As Contact Centres become standard in organisations across industries, this programme covers a range of specialist and broader skills needed to work in this growing industry.

Target Audience

The qualification is aimed at Contact Centre and BPO Agents who have worked in the industry for the minimum of a year. It is ideal for Supervisors and Team Leaders who want to become more competent leaders.

It offers career progression for those working in Contact Centres involving banking, insurance, mobile telecommunications, retail, emergency services, sales, marketing, debt collecting and tourism.

Entry Requirements

- Competent in Communication (English) at NQF Level 3.
- Competent in Mathematical Literacy at NQF Level 3.
- Competent in Computer Literacy at NQF Level 3.

Workplace Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.
- A Call Centre / Debt Collection Environment.
- Access to Clientele.
- An allocated Workplace Mentor / Supervisor.

Business Process Outsourcing

FETC: Contact Centre Operations

SERVICES SETA Certification

SAQA ID: 71489

NQF Level: 4

Credits: 132

Course Delivery & Assessment

We use a blend of classroom-based interactive learning, workplace learning, on-the-job coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Undergo workplace learning, on-the-job coaching and mentoring, theoretical assessment and workplace observation.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your FETC: Contact Centre Operations, NQF level 4, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Understand, implement and monitor service levels in a Contact Centre.
- Monitor and control Contact Centre support staff and assist them in meeting 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 other individuals in a Contact Centre.
- Work effectively as a team member within a Contact Centre environment.
- Work with Contact Centre statistical data.



Course Content

FETC : Contact Centre Operations

Accreditation Body: **SERVICE SETA**

SAQA ID: 71489 | **Learning Programme ID: 93996**
NQF Level: 4 | **Credits : 132**

Cluster 1: Contact Centre Literacy

- 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

Cluster 2: Contact Centre Communication

- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use the writing process to compose texts required in the business environment
- Write/present/sign for a wide range of contexts

Cluster 3: Contact Centre Numeracy

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Cluster 4: Customers and Service Levels in Contact Centres

- Identify customers of Contact Centres
- Identify and analyse customer and market related trends impacting on Contact Centres
- Provide coaching to personnel within a Contact Centre
- Monitor and maintain performance standards in a Contact Centre
- Describe features, advantages and benefits of a range of products or services

Cluster 5: Contact Centre Management

- Comply with service levels as set out in a Contact Centre Operation
- Retrieve and correlate statistical data applicable to Contact Centres
- Implement Contact Centre specific sales techniques to generate sales through a Contact Centre



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Our Accredited Organisations



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