THE LEARNING DEVELOPMENT GROUP

Business Process Outsourcing

NC: Contact Centre Support

SERVICES SETA Certification

SAQA ID:	71490
NQF Level:	2
Credits:	128

Introduction

Contact Centres and/or Business Process Outsourcing (BPO) have become key business tools integral to the way organisations achieve their business objectives.

This National Certificate is designed to meet the needs of those delegates who enter the field of Contact Centres and it introduces the concepts of Contact Centre Support.

The qualification will equip delegates with the foundational knowledge and skills to offer high quality customer service. It is the first in a learning pathway for people working in Call Centre environments.

Target Audience

The qualification is intended for delegates who already work as Contact Centre and/or Business Process Outsourcing Agents or who wish to join the Contact Centre industry.

The qualification will empower entry level employees to deal effectively with the public and to make a meaningful, positive contribution to customer satisfaction and to the image of the organisation.

Entry Requirements

- Competent in Communication (English) at NQF Level 1.

- Competent in Mathematical Literacy at NQF Level 1.

- Competent in Computer Literacy at NQF Level 2.

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.

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 the National Certificate: Contact Centre Support, NQF level 2, 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:

- 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 required standards and requirements.

- Implement and articulate operational activities in a Contact Centre.

Course **Content**

NC: Contact Centre Support
Accreditation Body: SERVICES SETA

SAQA ID: 71490 | **Learning Programme ID: NA**
NQF Level: 2 | **Credits : 128**

Cluster 1: Orientation to Contact Centres
- Instil a personal Contact Centre Culture
- Contribute to a diverse working environment

Cluster 2: Occupational Learning
- Use language in oral and written communication
- Work as a member of a Contact Centre Team

Cluster 3: Statistical Skills
- Investigate and monitor financial aspects
- Solve mathematical problems in the workplace

Cluster 4: Service Excellence
- Identify and respond to Contact Centre customer needs and requirements
- Handle a range of Customer Complaints in a Contact Centre

Cluster 5: Problem Solving Skills
- Gather and provide relevant information to contribute to Contact Centre problem solving
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate problems

Cluster 6: Business Writing Skills
- Access and use information from texts
- Write for a defined context and do presentations thereof

Cluster 7: Telephone skills for an inbound Contact Centre
- Provide information to customers in a Contact Centre
- Collect and record information queries and requests from customers
- Input data received onto appropriate computer packages within a Contact Centre
- Meet performance standards within a Contact Centre
- Apply inbound Contact Centre Operations within a commercial environment

Cluster 8: Outbound Contact Centre Skills
- Apply outbound Contact Centre Operations within a commercial environment

Our **Accredited Organisations**

FACULTY TRAINING INSTITUTE

Siyanqoba

Siyaya SKILLS INSTITUTE

PROSERV SOUTH AFRICA

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DEVELOP · EMPOWER · GROW