



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This National Certificate at an NQF level 3, is the second in a learning pathway for individuals working in Call Centres and Business Process Outsourcing (BPO) environments.

Delegates will build on competencies gained in the entry level NQF Level 2 qualification and will develop further knowledge and skills to offer high quality customer service. They will be able to deal effectively with customers queries and make a meaningful and positive contributions to the image of an organisation.

The programme covers the fundamental skills needed to work in a Contact Centre such as communication and mathematics, communication technology, working with data, offering customer service and working in a team.

## Target Audience

The qualification is aimed primarily at delegates who already work as Contact Centre/BPO agents. It is also suitable for those wanting to enter the industry with a formal SAQA accredited qualification.

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

## Entry Requirements

- Competent in Communication (English) at NQF Level 2.
- Competent in Mathematical Literacy at NQF Level 2.
- 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

# NC: Contact Centre & BPO Support

SERVICES SETA Certification

SAQA ID: 93997

NQF Level: 3

Credits: 124

## 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 National Certificate: Contact Centre and Business Process Outsourcing Support, NQF level 3, 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:

- Provide effective customer service in a Contact Centre or BPO Centre.
- Demonstrate knowledge of and use communication technology in a Contact Centre.
- Work Effectively as a team member in a group to enhance team performance.
- Operate as a team member in a diverse working environment.
- Perform to required Contact Centre standards and requirements.
- Implement and articulate operational activities in a Contact Centre.

There are two specialisations to select from:

Specialisation 1: Office Management

Specialisation 2: Debt Recovery



## Course Content

### NC: Contact Centre & Business Process Outsourcing Support

Accreditation Body: SERVICES SETA

SAQA ID: 93997 | Learning Programme ID: 80566

NQF Level: 3 | Credits : 124

#### Module 1: Fundamentals of Communication

- Understand and use a range of verbal communication techniques to accommodate audience, situation and context
- Understand, interpret and use information from a range of written texts
- Accommodate audience, situation and context in a range of written communication situations

#### Module 2: Customer Service in Contact Centres

- Communicate with customers and handle different types of interactions
- Demonstrate and understand BPO working practices
- Promote an organisation's image and build rapport with customers
- Handle a range of customer queries and complaints and take corrective action

#### Module 3: Communication Technology

- Understand and use different types of technology in Contact Centres and BPO
- Use technology in accordance with company procedures
- Process incoming and outgoing telephone calls
- Identify and describe typical technology problems associated with a Contact Centre

#### Module 4: Fundamentals of Numeracy

- Use basic number bases and measurement units
- Understand and conduct basic calculations and identify errors in calculations
- Investigate life and work-related problems using data and probability
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

#### Module 5: Work with Data to Establish Relationships

- Collect and record information, queries and requests from customers
- Process data using information technology

#### Module 6: Work in a Team

- Use time management techniques to manage time in a financial services environment
- Apply knowledge of self and team to develop plans to enhance team performance.
- Identify causes of stress and use techniques to manage it

#### Module 7: Office Management (Specialisation 1)

- Explain basic health and safety principles in and around the workplace
- Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem
- Provide coaching to personnel within a Contact Centre
- Interpret classification systems in order to organise, retrieve and dispose of records
- Negotiate an agreement or deal in an authentic work situation

#### Module 8: Debt Recovery (Specialisation 2)

- Assess and allocate debt collecting accounts according to risk profile
- Communicate verbally with relevant stakeholders in the recovery of debt
- Compile debtor correspondence according to legislation and standard procedures
- Manage a credit grantor portfolio
- Manage a debtor portfolio
- Use a Graphical User Interface (GUI) spreadsheet application to solve a given problem



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## Our Accredited Organisations



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