

## Purpose of the Contact Centre qualifications

Contact centres have become key business tools - integral to the way many organisations achieve their business objectives, yet these centres are a new concept and there is an ongoing demand for skilled and trained staff. With Prior Learning Centre you have the choice of completing the newly registered National Certificate: Contact Centre and Business Process Outsourcing Support at NQF 3, which is aimed at contact centre agents or the National Certificate in Contact Centre Operations at NQF 4, which is aimed at team leaders. Both qualifications have been designed to provide learners with an all-round introduction to contact centres from the various perspectives.

### Contact Centre Operations (NQF 3)

#### Financial services electives

- 116940** Use a spreadsheet application to solve a given problem
- 13948** Negotiate an agreement or deal in an authentic work situation
- 113918** Explain the implications of the FAIS Act for employees in financial services organisations
- 9302** Access information in order to respond to client enquiries in a financial services environment
- 117129** Apply the regulations for disclosure that are required as part of the financial sales process
- 242584** Demonstrate knowledge and understanding of FAIS
- 117117** Describe standard insurance cover in terms of SASRIA
- 259458** Interpret classification systems in order to organise records

#### Sales electives

- 116940** Use a spreadsheet application to solve a given problem
- 252213** Carry out marketing administration within agreed parameters
- 13948** Negotiate an agreement or deal in an authentic work situation
- 242897** Define supplier specifications
- 259458** Interpret classification systems in order to organise, retrieve and dispose of records
- 259639** Explain health and safety principles in and around the workplace

#### Debt recovery electives

- 116940** Use a spreadsheet application to solve a given problem
- 116610** Assess and allocate debt collecting accounts according to risk profile
- 116606** Communicate orally with relevant stakeholders in the recovery of debt
- 116598** Compile debtor correspondence in accordance with legislation and standard procedures
- 116608** Demonstrate knowledge and application of ethical conduct in debt recovery
- 116601** Manage credit grantor portfolio
- 116599** Manage debtor portfolio
- 12745** Demonstrate knowledge and understanding of accounting practice associated with the collection of debts

#### Customer care and communication core

- 14348** Process incoming and outgoing telephone calls
- 110025** Process data using information technology
- 377401** Handle a range of customer complaints in a Contact Centre and BPO
- 377421** Manage in-bound and/or out-bound calls in a Contact Centre
- 377441** Communicate with customers in a Contact Centre and BPO
- 377460** Collect and record information queries and requests from customers

## Contact centre operations (NQF 4)

### Customers and products

- 10326** Identify customers of Contact Centres

### Service level compliance

- 10313** Comply with service levels as set out in a Contact Centre Operation

### Coaching for performance

- 10321** Monitor and maintain performance standards in a Contact Centre  
**10327** Provide coaching to personnel within a Contact Centre

### Business communication: first and second language

- 119472** Engage in sustained oral communication and evaluate spoken texts  
**119462**  
**119469** Interpret and use information from texts  
**119457**  
**119459** Write/present/sign texts for a range of communicative contexts  
**119465**  
**119459** Use the writing process to compose texts required in the business environment  
**119465**

### Sales techniques

- 10324** Describe features, advantages and benefits of a range of products or services  
**10323** Implement Contact Centre specific sales techniques to generate sales through a Contact Centre

### Contact centre commercials and statistics

- 10322** Retrieve and correlate statistical data applicable to Contact Centres  
**10328** Implement and co-ordinate Contact Centre activities in a commercial environment

### Business numeracy

- 9016** Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts  
**7468** Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues  
**9015** Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems

### Delivery options

This national qualification can be earned either through traditional training or through recognition of prior learning (RPL). Details are as follows:

#### Traditional training

Training is best suited to new entrants to the sector. Prior Learning Centre can either deliver this qualification as a learnership, which will qualify the sponsoring employer for a tax deduction, or it can be offered as a training programme without the learnership documentation. The duration of the training will be 15 full days, which can be scheduled to suit the employers' schedule.

#### Recognition of prior learning (RPL)

RPL is ideal for employees with some relevant work experience. Prior Learning Centre offers two RPL options:

**Pure RPL:** which is best suited for employees with at least five years relevant working experience who are self-motivated and committed to work alone. Contact time is limited to one full day of RPL orientation followed by limited, on-demand contact sessions.

**High touch RPL (8 days):** this model suits those employees who have at least three years relevant work experience but who may be less motivated to complete their work on their own and they may be unsure of some aspects of the qualification. In this model Prior Learning Centre spends eight full days assisting employees with the theory of the qualification and supervises the completion of their evidence collection. This model generally gives good submission and competency rates.