

### **Purpose of the qualification:**

Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. But contact centres are a relatively new concept and skills are in short supply, particularly as South Africa becomes established as a world hub. The National Certificate in Contact Centre Management: Level 5 is designed to meet the needs of those who want to progress within the Contact Centre environment. It has been designed to develop both management skills and strategic contact centre skills, thereby enabling graduates to play a meaningful role in the management and establishment of contact centres. It is recommended that learners enrolling for this qualification have contact centre working experience, preferably at least at a team leader level.

### **National Certificate in Contact Centre Management NQF 5**

#### **Customer service and SLAs**

- 10080** Formulate, design & implement customer service delivery systems
- 13870** Enhance service levels in Contact Centres
- 10079** Measure and analyse customer service levels
- 10054** Identify and manage areas of customer service impact

#### **Team work and incentives**

- 10341** Develop & implement rewards/incentive strategies in CC
- 10342** Develop & maintain a diverse working environment in Contact Centres
- 10344** Guide a group of people to work together as a team

#### **Business communication**

- 12154** Apply comprehension skills to engage oral texts in a business environment
- 12155** Apply comprehension skills to engage written texts in a business environment
- 12153** Use the writing process to compose texts required in the business environment
- 8975** Read analyse and respond to a variety of texts

#### **Statistics & quality management**

- 13882** Monitor and maintain quality within Contact Centres
- 13878** Analyse and interpret Contact Centre reports and statistical data
- 10031** Edit, Code and Capture data
- 9015** Apply knowledge of statistics and probability
- 13882** Monitor and maintain quality within Contact Centres

#### **Contact centre operations**

- 10343** Develop and maintain a client database for Contact Centres
- 10332** Monitor operations in Contact Centres
- 10346** Develop and plan CC operations in a commercial environment

### **Delivery options:**

This national qualification can be earned either through traditional training or 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.