



**NATIONAL  
CERTIFICATE:  
CONTACT CENTRE  
SUPPORT**



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## NATIONAL CERTIFICATE : CONTACT CENTRE

### COURSE INFORMATION

SAQA ID: 80566  
NQF Level: 3  
Learnership Duration: 12 months  
Credits: 132  
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 40 Days  
Accrediting SETA: Services Sector Education & Training Authority

### ENTRY CRITERIA

- Contact Centre Level 3
- Two years' Experience working in call centre
- Current Team Leader or Assistant Team Leader.

### QUALIFICATION RULES

The qualification consists of a minimum of 132 credits and has been designed in accordance with the SAQA regulations and

1. All fundamental unit standards are compulsory for this qualification. (56 credits)
2. All core unit standards are compulsory. (66 credits)

Rules regarding Electives  
Elective unit standards totaling a minimum of (10 credits) needs to be completed.

### EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

### CANDIDATE PROFILE & DEPLOYMENT

#### Target Market:

- Contact Centre Agent/Consultant
  - Contact Centre Supervisor
  - Contact Centre Coach
  - Contact Centre Manager
  - Customer Service Representatives
  - Customer Care Consultants
- Mentor Requirements: Mentor must have at least 5 years minimum experience in a call centre/ BPO environment or similar environment.
  - Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

### PURPOSE

The programme introduces the Contact Centre environment. The programme will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

### SKILL LEVEL OUTCOME

- Identify and analyze customers and market related trends impacting on Contact Centre's.
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings.
- Provide coaching to personnel within a Contact Centre.

### ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 80566

CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

FISA Requirements:

Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):

RPL is available for this qualification



#### Learning Programme 1: Introduction Contact Centres

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	5	5

#### Learning Programme 2: Verbal Communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119462	Engage in sustained oral / signed communication and evaluate spoken / signed texts	5	10
Fundamental	119472	Accommodate audience and context needs in oral / signed communication [2nd language]	5	

#### Learning Programme 3: Written Communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119469	Read / view, analyse and respond to a variety of texts	5	5
Fundamental	119457	Interpret and use information from texts (2nd language)	5	
Fundamental	119459	Write / present / sign for a wide range of contexts	5	
Fundamental	119465	Write / present / sign texts for a range of communicative contexts (2nd language)	5	
Fundamental	12153	Use the writing process to compose texts required in the business environment	5	

#### Learning Programme 4: Financial and Mathematical Literacy

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	12	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	12	
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	



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#### Learning Programme 5: Contact Centre Customers and Sales Techniques

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10326	Identify customers of Contact Centres	4	5
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	12	
Core	10324	Describe features, advantages and benefits of a range of products or services	6	

#### Learning Programme 6: Contact Centre Service Levels and Statistical Data

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10313	Comply with service levels as set out in a Contact Centre Operation	10	5
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	12	

#### Learning Programme 7: Contact Centre Performance and Coaching

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10321	Monitor and maintain performance standards in a Contact Centre	5	5
Core	10327	Provide coaching to personnel within a Contact Centre	5	

#### Learning Programme 8: Contact Centre Supervisory Activities

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	18	5