



NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT

QUALIFICATION ID 71490 - NQF LEVEL 2 - 128 CREDITS

INTRODUCTION

Contact Centres have become integral to the way organisations achieve their business objectives. It is a high growth industry constantly requiring skilled people with an on-going need to develop career paths in this field. The Contact Centre National Certificate at NQF Level 2 will provide learners with the knowledge and skills required to improve productivity and efficiency within the Contact Centre industry.

This qualification will enhance the provision of entry-level service within the field of Contact Centres. The core component contains skills in customer service, business communication, handling telephone calls, computer skills, numeracy, culture and teamwork.

COURSE OBJECTIVES

- 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 the required standards and requirements
- Implement and articulate operational activities in a Contact Centre

TARGET AUDIENCE

The National Certificate in Contact Centre Support, NQF Level 2, allows the learner to work towards a nationally recognised full qualification. Due to its flexibility, the qualification allows access to those in formal education and those already employed in Contact Centre organisations.

It is particularly suited to those learners who are performing telesales, call centre and client service tasks but have not had the opportunity to obtain a formal qualification beyond NQF Level 1.

COURSE CONTENT

Module 1: Contact Centre Culture & Teamwork

- Instil a personal contact centre culture
- Work as a member of a contact centre team
- Contribute to a diverse working environment in a Contact Centre

Module 2: Customer Service

- Identify and respond to customer needs in a contact centre
- Collect and record information queries and requests from customers
- Provide information to customers in a contact centre
- Gather and provide relevant information to contribute to contact centre problem solving
- Handle a range of customer complaints in Contact Centres

Module 3: Computer Skills

- Input data received onto appropriate computer packages within a Contact Centre

Module 4: Call Handling Skills

- Meet performance standards within a contact centre
- Maintain and adapt oral\signed communication

Module 5: Business Communication

- Write\present for defined context
- Access and use information from texts
- Use Language and communication in Occupational learning programmes

Module 6: Numeracy

- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns, functions and solve problems
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- Identify, describe, compare, classify, explore shape and motion in 2-3 dimensional shape in different contexts

COURSE DURATION

- RPL Learnership for employed delegates (7 days)
- Full Learnership for employed delegates (14 days)
- Full Learnership for unemployed delegates (20 days - includes bridging classes)