

***“Shedding
Light
on Skills
Development”***



Kwelanga

TRAINING

engage | inspire | elevate

NATIONAL CERTIFICATE: CONTACT CENTRE OPERATIONS (NQF LEVEL 4)

Qualification ID 93996 – 132 Credits

INTRODUCTION

This qualification is intended to meet the needs of those learners who want to progress and will assist those who make Contact Centre Operations their chosen career path, in the field of Contact Centres. Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres are a new industry - there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

The Contact Centre industry is also fast becoming the next knowledge worker industry. All Contact Centres are currently recruiting, training and performance managing agents. Currently Call Centres sit inside of existing organisations within larger Industries, i.e. Banking, Insurance, Pay-TV.

TARGET AUDIENCE

The Contact Centre National Certificate at NQF Level 4 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

- At the higher levels needs a set of unit standards against which to align and measure themselves.
- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years but have no formal qualification in Contact Centre Management.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

DURATION: 12 Months / 32 Contact Days

ENTRY LEVEL REQUIREMENTS: Contact Centres at NQF Level 2, Language Verbal and Written Communication Skills) and Numeracy at NQF Level 3 and Second Language (Verbal and Written Communication Skills) at NQF level 2. Learners should have proof of having passed a second language in Grade 11.

LEARNING PROGRAMMES

Introduction to Contact Centres (1 day)

377420	Introduction to Contact Centres
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Business Communication (4 days)

119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts. NQF4, 5 Credits
119469	Read/view, analyse and respond to a variety of texts. NQF4, 5 Credits
119459	Write/present/sign for a wide range of contexts. NQF4, 5 Credits
12153	Use the writing process to compose texts required in the business Environment. NQF4, 5 Credits

Occupational Learning and Second Language Communication (4 days)

119467	Use language and communication in occupational learning programmes [2nd language]. NQF3, 5 Credits
119472	Accommodate audience and context needs in oral/signed communication [2nd language]. NQF3, 5 Credits
119457	Interpret and use information from texts [2nd language]. NQF3, 5 Credits
119465	Write/present/sign texts for a range of communicative contexts [2nd language]. NQF3, 5 Credits

Financial and Mathematical Literacy (3 days)

7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues. NQF4, 6 Credits
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems. NQF4, 6 Credits
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts. NQF4, 4 Credits

Contact Centre Customers and Sales Techniques (5 days)

10326	Identify customers of Contact Centres. NQF4, 4 Credits
10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre. NQF4, 12 Credits
10324	Describe features, advantages and benefits of a range of products or services. NQF4, 6 Credits

Contact Centre Service Levels and Statistical Data (5 days)

10313	Comply with service levels as set out in a Contact Centre Operation. NQF4, 10 Credits
10322	Retrieve and correlate statistical data applicable to Contact Centres. NQF4, 12 Credits

Contact Centre Performance and Coaching (5 days)

10321	Monitor and maintain performance standards in a Contact Centre. NQF4, 12 Credits
10327	Provide coaching to personnel within a Contact Centre. NQF4, 10 Credits

Implement Contact Centre Activities (4 days)

10328	Implement and co-ordinate Contact Centre activities in a commercial environment. NQF4, 18 Credits
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TRAINING METHODOLOGY



Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn't just a takeaway – it's a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

To develop and inspire each individual to be the best that they can be.

To assist clients in the transfer of skills and positive behaviour change.