



Accredited Provider  
The Skills College for Development and Training (Pty)Ltd.

## **National Certificate: Contact Centre Support**

*Qualification ID 71490– NQF 2; 128 Credits*

### **INTRODUCTION**

Any individual who are or wish to be involved in the Contact Centre industry, will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management. This qualification will be registered at NQF Level 2. Portability across both areas of specialisation is therefore ensured.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to learner's job. This qualification is intended to enhance the provision of entry level service within the Contact Centre Industry.

Rationale of the qualification:

The National Qualification in Contact Centre Support: Level 2 is designed to meet the needs of those learners who enter 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.

The Contact Centre National Certificate at NQF Level 2 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

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 Support.

Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

The National Certificate in Contact Centre Support: Level 2 allows the learner to work towards a nationally recognised whole qualification. The qualification will allow both those in formal education and those already employed in Contact Centre organisations access, due to its flexibility.

The qualification has building blocks that can be developed further and will lead to a more defined Contact Centre career path at various NQF levels. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is:

To promote the development of knowledge and skills that are required in Contact Centres.

To release the potential of people.

To provide opportunities for people to move up the value chain.

Many different roles and careers are linked to and affected by this qualification. They include, but are not limited to:

Sales Managers

Contact Centre Managers

Sales Representatives

National Account Managers

Key Account Managers

Channel Managers

Contact Centre/Call Centre Supervisors

General Managers

Administration Staff

Category Managers

Telesales Clerks

Sales Directors

Client Services Clerks

Quality Assurance Staff

Contact Centre/Call Centre Agents

IT Staff

The National Certificate in Contact Centre Support: Level 2, should produce knowledgeable, skilled people who are able to contribute to improved productivity and efficiency within the Contact Centre industry. It should provide the means for current individuals in the Contact Centre field to receive recognition of prior learning and to upgrade their skills and knowledge base. The qualification is structured in such a way that it exposes individuals to a set of core competences to give a broad understanding of Contact Centre support operations and the electives, which will allow for a specialization of competence in either a commercial or an emergency environment. It will also promote the notion of life-long learning.

### **LEARNING ASSUMED TO BE IN PLACE**

The learning assumed to be in place is only a guide in order to help the learner cope with the unit standards in the qualification. The following is the learning assumed to be in place:

Numeracy at NQF Level 1 or equivalent.

English (verbal and written communication skills) at NQF Level 1 or equivalent.

A Second Language (verbal and written communication skills) at NQF Level 1 or equivalent.

Computer operating skills at NQF Level 2 or equivalent.

Recognition of prior learning:

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Contact Centre Support Qualification.

This Recognition of Prior Learning may allow:

For accelerated access to further learning.

Gaining of credits towards a unit standard.

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education, Training, Quality, Assurance Body and is conducted by an accredited workplace assessor.

## EXIT LEVEL OUTCOMES

On achieving this qualification, the learner will be able to:  
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.

## TIME PERIOD

This Learnership can be presented over a period of 12 months.

## THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED:

### UNIT STANDARDS:

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>PRE-2009 NQF LEVEL</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Core	<a href="#">10350</a>	Collect and record information queries and requests from customers	Level 2	NQF Level 02	8
Core	<a href="#">10354</a>	Contribute to a diverse working environment in a Contact Centre	Level 2	NQF Level 02	8
Core	<a href="#">10348</a>	Identify and respond to customer needs in a Contact Centre	Level 2	NQF Level 02	12
Core	<a href="#">10349</a>	Input data received onto appropriate computer packages within a Contact Centre	Level 2	NQF Level 02	12
Core	<a href="#">10353</a>	Meet performance standards within a Contact Centre	Level 2	NQF Level 02	6
Core	<a href="#">13885</a>	Provide information to customers in a Contact Centre	Level 2	NQF Level 02	12
Core	<a href="#">13886</a>	Gather and provide relevant information to contribute to contact centre problem solving	Level 3	NQF Level 03	5
Core	<a href="#">13873</a>	Handle a range of customer complaints in Contact Centres	Level 4	NQF Level 04	4
Core	<a href="#">13872</a>	Instil in myself a personal Contact Centre culture	Level 4	NQF Level 04	4
Core	<a href="#">13874</a>	Work as a member of a Contact Centre Team	Level 4	NQF Level 04	5
Fundamental	<a href="#">119463</a>	Access and use information from texts	Level 2	NQF Level 02	5
Fundamental	<a href="#">9009</a>	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	NQF Level 02	3
Fundamental	<a href="#">7480</a>	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	NQF Level 02	3
Fundamental	<a href="#">9008</a>	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	NQF Level 02	3
Fundamental	<a href="#">119454</a>	Maintain and adapt oral/signed communication	Level 2	NQF Level 02	5
Fundamental	<a href="#">8967</a>	Use language and communication in occupational learning programmes	Level 2	NQF Level 02	5
Fundamental	<a href="#">7469</a>	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	NQF Level 02	2

Fundamental	<a href="#">9007</a>	Work with a range of patterns and functions and solve problems	Level 2	NQF Level 02	5
Fundamental	<a href="#">119456</a>	Write/present for a defined context	Level 2	NQF Level 02	5
Elective	<a href="#">10358</a>	Apply in-bound Contact Centre Operations within a commercial environment	Level 2	NQF Level 02	8
Elective	<a href="#">13884</a>	Apply in-bound and out-bound Contact Centre operations within an emergency context	Level 3	NQF Level 03	16
Elective	<a href="#">13883</a>	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	NQF Level 03	8