



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

## **Occupational Certificate: Contact Centre Manager**

*Qualification ID 99687 – NQF 5; 258 Credits*

### **INTRODUCTION**

The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager.

A Contact Centre Manager manages and optimises quality contact centre operations and practices.

A qualified learner will be able to:

- Manage and control the costs of a contact centre.
- Manage and control the operational planning and achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact centre processes and technology.

### **Rationale for the qualification:**

This qualification is developed to establish the South African Contact Centre industry as a service provider of choice within a highly competitive international market. The Contact Centre Management Group (CCMG), as the South African professional association for both Contact Centre Managers and Supervisors, has actively participated as recognised industry experts in the development of this qualification. The CCMG is nationally recognised for their role in the Contact Centre industry and represents all the major role players.

Contact Centre Managers are employed by organisations within either an Inbound or Outbound Contact Centre or as Outsourcers and users of tele-services. Persons currently employed in Operational positions, as well as persons seeking to enter the Contact Centre industry, will benefit from this qualification. It recognises the need to provide for progressive learning opportunities for Operators who enter the industry. This ensures that learners achieve competencies that will allow them to progress to operational control-related competencies and employment opportunities at the Contact Centre Management level.

This qualification is closely related to the South African Bureau of Standards (SABS), South African National Standard for Business Process Services and Outsourcing/Offshoring Operations (BPSO). This SABS Contact Centre standard provides a quality management framework for contact centres in South Africa.

## LEARNING ASSUMED TO BE IN PLACE

Recognition of Prior Learning (RPL):

RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:

- NQF Level 4 qualification with Mathematics.

## EXIT LEVEL OUTCOMES

- Manage and control costs of a contact centre.
- Manage and control operational planning and the achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact centre processes and technology.

## TIME PERIOD

This Learnership can be presented over a period of 12 months

## THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED:

### UNIT STANDARDS:

Number	Title	NQF LEVEL	CREDITS
143905000-KM-01	Introductory studies for Contact Centre Managers	Level 4	4
143905000-KM-02	Communication	Level 4	4
143905000-KM-03	Operational Supervision	Level 4	4
143905000-KM-04	Operational Management	Level 5	4
143905000-KM-05	People Management	Level 5	6
143905000-KM-06	Industrial Relations Management	Level 5	8
143905000-KM-07	Contact Centre Technology, Systems and Processes	Level 5	10
143905000-KM-08	Contact Centre Quality Management	Level 5	10
143905000-KM-09	Supplier management	Level 6	10

143905000-PM 10	Customer management	Level 6	10
143905000-PM-01	Provide budgeting services	Level 4	4
143905000-PM-02	Read and interpret financial documents	Level 5	8
143905000-PM-03	Maintain productive and effective work teams	Level 4	4
143905000-PM-04	Develop operational plans and manage performance levels	Level 5	8
143905000-PM-05	Manage service level agreements	Level 6	8
143905000-PM-06	Supervise personnel	Level 4	6
143905000-PM-07	Attend to personnel planning, management and control	Level 5	8
143905000-PM-08	Attend to industrial relations management and control	Level 5	8
143905000-PM-09	Attend to performance and training management and control	Level 5	4
143905000-PM-10	Administer supplier service level agreements	Level 6	6
143905000-PM-11	Attend to customer/client/supplier communication	Level 6	8
143905000-PM-12	Assure the output of the service delivery by agents	Level 6	8
143905000-PM-13	Evaluate MIS reports and ensure system efficiency	Level 5	6
143905000-PM-14	Manage a customer contact process	Level 6	8
143905000-PM-15	Manage process and technology improvement projects	Level 5	4