



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The Further Education and Training Certificate: Contact Centre Operations is an NQF level 4 qualification. It is the third in a learning pathway for individuals working in Call Centres and Business Process Outsourcing (BPO) environments.

Delegates will build on competencies gained in the NQF Level 3 qualification and will develop more in-depth knowledge and skills about Contact Centre Operations as well as Customer Service, Sales, Products, Coaching and Leading in a BPO team.

As Contact Centres become standard in organisations across industries, this programme covers a range of specialist and broader skills needed to work in this growing industry.

## Target Audience

The qualification is aimed at Contact Centre and BPO Agents who have worked in the industry for the minimum of a year. It is ideal for Supervisors and Team Leaders who want to become more competent leaders.

It offers career progression for those working in Contact Centres involving banking, insurance, mobile telecommunications, retail, emergency services, sales, marketing, debt collecting and tourism.

## Entry Requirements

- Competent in Communication (English) at NQF Level 3.
- Competent in Mathematical Literacy at NQF Level 3.
- Competent in Computer Literacy at NQF Level 3.

## Workplace Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.
- A Call Centre / Debt Collection Environment.
- Access to Clientele.
- An allocated Workplace Mentor / Supervisor.

Business Process Outsourcing

# FETC: Contact Centre Operations

SERVICES SETA Certification

SAQA ID: 71489

NQF Level: 4

Credits: 132

## Course Delivery & Assessment

We use a blend of classroom-based interactive learning, workplace learning, on-the-job coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills

You will need to:

- Attend full day lectures for three months, and complete practical workplace experiential learning for the remaining 9 months.
- Demonstrate theoretical and practical understanding of programme content.
- Participate in and contribute to group discussions, practical work and activities.
- Do individual self-study activities and complete all exercises, assignments and assessments.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

To receive your FETC: Contact Centre Operations, NQF level 4, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the qualification, you will be able to:

- Understand, implement and monitor service levels in a Contact Centre.
- Monitor and control Contact Centre support staff and assist them in meeting targets and standards.
- Apply specific Contact Centre sales knowledge and skills in creating and meeting sales targets and requirements.
- Identify specific Contact Centre customers.
- Coach other individuals in a Contact Centre.
- Work effectively as a team member within a Contact Centre environment.
- Work with Contact Centre statistical data.



## Course Content

### FETC : Contact Centre Operations

Accreditation Body: SERVICE SETA

SAQA ID: 71489 | Learning Programme ID: 93996  
NQF Level: 4 | Credits : 132



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

#### Module 1: Service Levels

- Identifying and understanding expected service levels
- Collecting and analysing statistical data
- Compiling service level performance reports

#### Module 2: Monitoring and Coaching

- Completing contact centre agents' performance reviews
- Compiling skills needs analysis
- Conducting coaching
- Compiling personal performance reports

#### Module 3: Customers and Products

- Identify customers
- Understand design and purpose of customer databases
- Identify product features, advantages and benefits
- Analysis calls/sales statistical reports

#### Module 4: Market Trends

- Completing market research
- Compiling comparative and trend analysis
- Creating initiative recommendation reports

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangqoba



Siyaya®  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

