



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

Contact Centres and/or Business Process Outsourcing (BPO) have become key business tools integral to the way organisations achieve their business objectives.

This National Certificate is designed to meet the needs of those delegates who enter the field of Contact Centres and it introduces the concepts of Contact Centre Support.

The qualification will equip delegates with the foundational knowledge and skills to offer high quality customer service. It is the first in a learning pathway for people working in Call Centre environments.

Target Audience

The qualification is intended for delegates who already work as Contact Centre and/or Business Process Outsourcing Agents or who wish to join the Contact Centre industry.

The qualification will empower entry level employees to deal effectively with the public and to make a meaningful, positive contribution to customer satisfaction and to the image of the organisation.

Entry Requirements

- Competent in Communication (English) at NQF Level 1.
- Competent in Mathematical Literacy at NQF Level 1.
- Competent in Computer Literacy at NQF Level 2.

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

NC: Contact Centre Support

SERVICES SETA Certification

SAQA ID: 71490

NQF Level: 2

Credits: 128

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.
- Complete all exercises, assignments and assessments.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

To receive your National Certificate: Contact Centre Support, NQF level 2, 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:

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





Course Content

NC: Contact Centre Support
Accreditation Body: SERVICES SETA

SAQA ID: 67466 | Learning Programme ID: NA
NQF Level: 2 | Credits : 128



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Module 1: Customer Service

- Identify and respond to contact centre customer needs and requirements

Module 2: Statistical Data

- Understand contact centre specific data gathering processes and procedures
- Implement and apply operational activities

Module 3: Teamwork

- Understand the responsibilities of team members and the importance of self-development
- Understand performance levels and meeting of these levels

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangoba



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SKILLS INSTITUTE



PROSERV
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