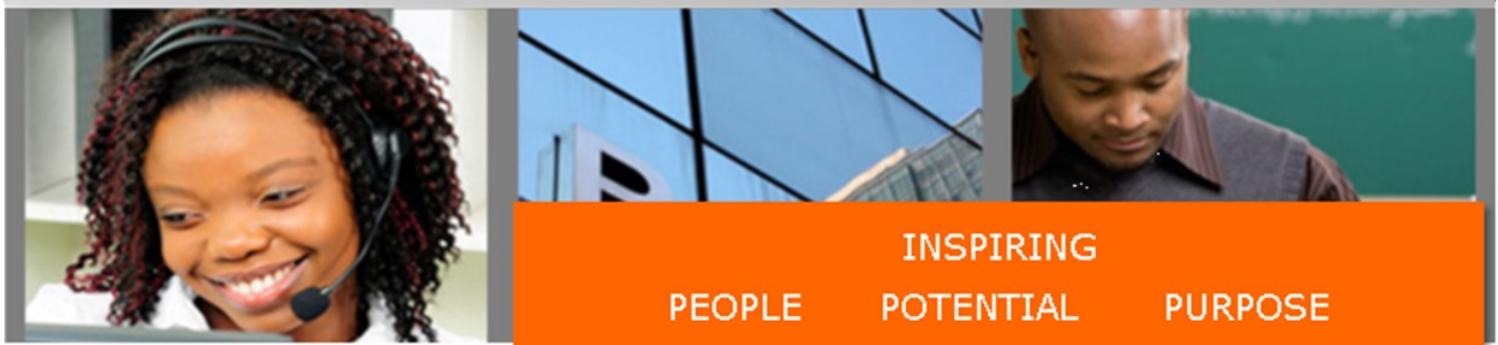


# NC: Contact Centre and BPO NQF 3



## **Purpose of the National Certificate: Contact Centre and BPO (NQF 3)**

This qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service in a contact centre environment. On achieving this qualification, the learner will be able to:

- Deliver effective and efficient customer service in a contact centre;
- Use communication technology in a contact centre;
- Capture data to track interactions.

## **Delivery methodology**

Training is best suited for new entrants to the sector. Chartall Business College can either deliver this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements. The duration of the training will be approximately 18 full days, all of which can be scheduled to suit the employers' schedule. Alternatively, the qualification can be acquired by experienced candidates through Recognition of Prior Learning (RPL). RPL is an assessment process that captures a candidate's existing knowledge and skill and matches it to the qualification requirements. With RPL there is no formal training, but the RPL adviser will spend time with the learners to assist them to match their workplace learning to the requirements of the qualification.

## **Flexibility**

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation. This may include the addition of job specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content (for example your company's processes or product information). In addition, we ensure that the content of the qualification does not conflict with the training, values and procedures prescribed by your company. This ensures complete alignment of standard operating procedures and learning content.

## **Support**

Although the learnership is scheduled to be delivered over 18 or 15 full days, it does not mean that the learners will not have access to additional support. Each learner will have access to assistance via email, as well as access to a tutor who is able to provide extra assistance should the need arise.

## Administration

Chartall Business College will assist you to manage the administration associated with a nationally registered learnership. We will assist with SETA contracting, learnership preparation, briefing of workplace coaches and the SETA reporting. Chartall Business College has experienced facilitators who can manage projects involving learners with disabilities. **Learners are to note that a final examination is part of this qualification. This will be written once your portfolio has been submitted and you have been found competent.**

### Contact Centre Operations (NQF 3): unit standards and elective choices

<b>Contact centre skills</b>	
14348	Process incoming and outgoing telephone calls
377420	Demonstrate an understanding of contact centre and BPO working practices
110025	Process data using information technology
377421	Manage in-bound and/or out-bound calls in a contact centre
377460	Collect and record information queries and requests from customers
<b>Customer care and communication skills</b>	
377401	Handle a range of customer complaints in a contact centre and BPO
377441	Communicate with customers in a contact centre and BPO
377460	Collect and record information queries and requests from customers
<b>Self-management</b>	
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance
115772	Use time management techniques to manage time in a financial services environment
244589	Identify causes of stress and techniques to manage it in the workplace
<b>Financial services electives</b>	
116940	Use a spreadsheet application to solve a given problem
13948	Negotiate an agreement or deal in an authentic work situation
9302	Access information in order to respond to client enquiries
117129	Apply the regulations for disclosure that are required in the financial sales process
242584	Demonstrate knowledge and understanding of FAIS
259458	Interpret classification systems in order to organise records
<b>Debt recovery electives</b>	
116610	Assess and allocate debt collecting accounts according to risk profile
116606	Communicate orally with relevant stakeholders in the recovery of debt
116598	Compile debtor correspondence in accordance with legislation
116608	Demonstrate knowledge and application of ethical conduct in debt recovery
116601	Manage credit grantor portfolio
116599	Manage debtor portfolio
<b>Sales electives</b>	
116940	Use a spreadsheet application to solve a given problem
252213	Carry out marketing administration within agreed parameters
13948	Negotiate an agreement or deal in an authentic work situation
242897	Define supplier specifications
259458	Interpret classification systems in order to organise, retrieve and dispose of records
259639	Explain health and safety principles in and around the workplace
<b>Communication skills</b>	
119457	Interpret and use information from texts
119465	Write/present/sign texts for a range of communicative contexts
119472	Accommodate audience and context needs in oral/signed communication
119467	Use language and communication in occupational learning programmes
<b>Business numeracy</b>	
7456	Use mathematics to investigate the financial aspects
9010	Demonstrate an understanding of the use of different number bases
9012	Investigate life and work related problems using data and probabilities
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space

### Chartall Business College (Pty) Ltd

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Chartall Business College (Reg no. 2003/015217/07) is provisionally registered by the Department of Higher Education and Training until 31 December 2018 (Reg no. 2012/FE07/044)