

National Certificate: Contact Centre and BPO



National Certificate: Contact Centre and BPO

SAQA ID: 80566 | NQF level: 3 | Credits: 124 | Accrediting body:



Purpose of the qualification

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.
- Work effectively as a team member in a group.

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. In addition, we ensure that the content of the qualification does not conflict with the values and standard operating procedures prescribed by your company.

Support

Although the programme is scheduled to include the specified contact 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. This tutor support can be used to assist students who are not progressing at the same pace as the rest of the class or miss a session. We also have experienced facilitators who can manage projects involving learners with disabilities.

Administration

Chartall Business College will assist with SETA contracting, learnership preparation [if required], briefing of workplace coaches and the SETA reporting.

Delivery methodology

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.

Programme curriculum

Contact centre skills

- 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

Customer care and communication skills

- 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

Self-management

- 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

Financial services electives

- 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

Debt recovery electives

- 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

Sales electives

- 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

Communication skills

- 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

Business numeracy

- 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
Chartall Campus
Corner Cedar Road and Cedar Boulevard
Broadacres, Johannesburg, 2191
Tel: 011 467 3215