



PURPOSE AND RATIONALE

The Certificate in Contact Centre Support, NQF Level 2, is designed to meet the needs of those learners who enter the field of Contact Centres. Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make the qualification, will add value to the learner's job. This qualification is intended to enhance the provision of entry-level service within the Contact Centre Industry. The Contact Centre National certificate at NQF Level 2 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who have worked in Contact Centre for many years but have no formal qualification in Contact Centre support and those who wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

Learning assumed to be in place

Communication at NQF Level 1 and Mathematical Literacy at NQF Level 1

Modules covered

Maintaining customers in the Contact Centre Environment	Contact Centre Customers
<ul style="list-style-type: none">10348: Identify and respond to customer needs in a Contact Centre10349: Input data received onto appropriate computer packages within a Contact Centre10353: Meet performance standards within a Contact Centre13872: Instil in myself a personal Contact Centre culture	<ul style="list-style-type: none">10354: Contribute to a diverse working environment in a Contact Centre13873: Handle a range of customer complaints in Contact Centres10358: Apply in-bound Contact Centre Operations within a commercial environment13883: Apply out-bound Contact Centre Operations within a commercial environment

Teamwork in a Contact Centre

- 10350: Collect and record information queries and requests from
- 13885: Provide information to customers in Contact Centre
- 13886: Gather and provide relevant information to contribute to project problem solving
- 13874: Work as a member of a Contact Centre Team

Communication & Language

- 119454: Maintain and adapt oral/signed communication
- 119463: Access and use information from texts
- 119456: Write/present for a defined context
- 8967: Use language and communication in occupational learning programmes

Business Mathematics

- 7469: Use mathematics to investigate and monitor the financial aspects of personal and community
- 7480: Demonstrate an understanding of rational and irrational numbers and number systems
- 9007: Work with a range of patterns and functions and solve problems
- 9008: Identify, describe, compare, classifies, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- 9009: Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems