



Purpose and rationale

This qualification introduces Contact Centres and/or Business Process Outsourcing. The qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service. Learners will be provided with competencies to handle both inbound and outbound interactions within different types of operations of Contact Centre.

Learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 2. Computer Literacy at NQF Level 3

Modules covered

1 – COMMUNICATION AND WORK PRACTICES

- Interpret and use information from texts (SAQA 119457)
- Write/present/sign texts for a range of communicative contexts (SAQA 119465)
- Accommodate context needs in oral / signed communication (SAQA 119472)
- Use language and communication in occupational learning programmes (SAQA 119467)
- Process incoming and outgoing telephone calls (SAQA 14348)
- Process data using information technology (SAQA 110025)
- Handle a range of customer complaints in a Contact Centre and BPO (SAQA 377401)
- Manage in-bound and/or outbound calls in a Contact Centre (SAQA 377421)
- Communicate with customers in a Contact Centre and BPO (SAQA 377441)
- Collect and record information queries and requests from customers (SAQA 377460)

2 – MANAGING THE TEAM AND YOURSELF

- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues (SAQA 7456)
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations (SAQA 9010)
- Investigate life and work-related problems using data and probabilities (SAQA 9012)
- Describe, apply, analyse and calculate shape and motion in 2- and 3- dimensional space in different contexts (SAQA 9013)
- Apply knowledge of self and team in order to develop a plan to enhance team performance (SAQA 13912)
- Use time management techniques to manage time in a financial services environment (SAQA 115772)
- Identify causes of stress and techniques to manage it in the workplace (SAQA 244589)
- Demonstrate an understanding of Contact Centre and BPO working practices (SAQA 377420)

3 – SALES AND DEBT MANAGEMENT

- Access information in order to respond to client enquiries in a financial services environment (SAQA 9302)
- Negotiate an agreement or deal in an authentic work situation (SAQA 13948)
- Compile debtor correspondence in accordance with legislation and standard procedures (SAQA 116598)
- Manage debtor portfolio (SAQA 116599)
- Conduct Exhibition Telemarketing (SAQA 117834)
- Interpret classification systems in order to organize, retrieve and dispose of records (SAQA 259458)
- Explain basic health and safety principles in and around the workplace (SAQA 259639)