



NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT NQF LEVEL 2

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QUALIFICATION OVERVIEW

Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. As the Contact Centre industry is relatively new, there is a demand to develop career paths in this field. It is a high growth industry constantly in need of skilled people. The Contact Centre National Certificate at NQF Level 2 is structured in such a way that it exposes individuals to a set of core competences to give a broad understanding of Contact Centre operations. The electives will allow for a specialisation of skill in either a commercial or an emergency environment.

DURATION

This qualification is run as a Learnership over 12 months. Candidates will need to attend 3 days of training (on average) each month in addition to completing their assignments.

WHO SHOULD ATTEND

This qualification will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years, but have no formal qualification in Contact Centre Support.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

PREREQUISITES

We offer a thorough pre-assessment process to align learners to appropriate qualifications and levels. Entry requirements for this qualification include:

- Numeracy at NQF Level 1 or equivalent.
- English (verbal and written communication skills) at NQF Level 1 or equivalent.
- A Second Language (verbal and written communication skills) at NQF Level 1 or equivalent.
- Computer operating skills at NQF Level 2 or equivalent.

LEARNING OUTCOMES

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

WHAT YOU NEED TO DO

You will need to register your Learners with the SETA to whom you pay your skills levy. They will inform Services SETA of your intention. Your company will receive all the tax incentives and skills development benefits associated with registering a Learnership.

CONTACT

To enrol your Learners or for more information, please contact your Business Development Consultant on 0861 ILEARN or email info@ilearn.co.za.

LEARNERSHIP PROJECT PLAN - SAQA 71490

Exit Level Outcome	Type	Unit Std	Learning Program	NQF	Credit	Training Session dates
LP 1: Orientation to Contact Centres						
ELO4. Operate as a team member in a diverse working environment	Core	13872	Instill in myself a personal Contact Centre culture	2	4	3 days
	Core	10354	Contribute to a diverse working environment in a Contact Centre	2	8	
Feedback and Remediation LP 1: Orientation to Contact Centres						

LP2: Occupational Learning						
ELO4. Operate as a team member in a diverse working environment	Fundamental	8967	Use language and communication in occupational learning programmes	2	5	3 days
	Fundamental	119454	Maintain and adapt oral/signed communication	2	5	
	Core	13874	Work as a member of a Contact Centre Team	2	5	
Feedback and Remediation LP 1:Occupation Learning						

LP3: Numeracy Skills						
ELO3. Gather and process data specifically related to Contact Centres	Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2	3 days
	Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3	
	Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	2	3	
	Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5	
Feedback and Remediation LP 3: Numeracy Skills						

LP4: Service Excellence						
ELO1. Identify Contact Centre customers and their needs	Core	10348	Identify and respond to customer needs in a Contact Centre	2	12	3 days
ELO2. Respond to customers with factual and accurate information	Core	13873	Handle a range of customer complaints in Contact Centres	2	4	
Feedback and Remediation LP 4: Service Excellence						

LEARNERSHIP PROJECT PLAN - 71490

Exit Level Outcome	Type	Unit Std	Learning Program	NQF	Credit	Training Session Dates
LP5: Problem Solving Skills						
ELO2. Respond to customers with factual and accurate information	Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	2	4	1 day
	Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3	
Feedback and Remediation LP 5: Problem Solving Skills						

LP6: Business Writing Skills						
ELO2. Respond to customers with factual and accurate information	Fundamental	119463	Access and use information from texts	2	5	2 days
	Fundamental	119456	Write/present for a defined context	2	5	
Feedback and Remediation LP 6: Business Writing Skills						

LP7 : Inbound Contact Centre Skills						
ELO1. Identify Contact Centre customers and their needs	Core	13885	Provide information to customers in a Contact Centre	2	12	8 days
ELO2. Respond to customers with factual and accurate information						
ELO3. Gather and process data specifically related to Contact Centres	Core	10350	Collect and record information queries and requests from customers	2	8	
ELO4. Operate as a team member in a diverse working environment	Core	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12	
ELO5. Perform to the required standards and requirements	Core	10353	Meet performance standards within a Contact Centre	2	6	
ELO6. Implement and articulate operational activities in a Contact Centre	Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	2	8	
Feedback and Remediation LP 7: Inbound Contact Centre Skills						

LEARNERSHIP PROJECT PLAN - 71490

Exit Level Outcome	Type	Unit Std	Learning Program	NQF	Credit	Training Session Dates
LP8 : Outbound Contact Centre Skills						
ELO6. Implement and articulate operational activities in a Contact Centre	Elective	13883	Apply outbound contact centre operation within a commercial environment	2	8	1 day
Feedback and Remediation LP 8: Outbound Contact Centre Skills						
Remediation and Submission of POEs					2 Days	
Fisa issued					1 Day	
Fisa					1 Day	
Fisa remediation and any additional remediation required					1 Day	

Note: All dates are contact dates unless otherwise stated.