

EXECUTIVE SUMMARY

National Certificate: Contact Centre and Business Process Outsourcing Support NQF Level 3

Faculty of Business: Management Sciences

Learning Programme Title	NC: Contact Centre and Business Process Outsourcing Support
Learning Programme ID	93997
Registration End Date	2022-06-30
Last Date for Enrolment	2025-06-30
Duration	1 Year
NQF Level	3
Minimum Credits	124

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<p>Learning Assumed To Be In Place</p>	<ul style="list-style-type: none">▪ Communication at NQF Level 2.▪ Mathematical Literacy at NQF Level 2.▪ Computer Literacy at NQF Level 3. <p>Competence in a second South African language would be a great advantage.</p>
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Course Synopsis

This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification provides an introduction to contact centre and/or Business Process Outsourcing operations. 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/traffic, within different types of operations of contact centre and/or Business Process Outsourcing. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back office processes and tasks. Learners will have the opportunity to learn, develop and practice the skills required to make an effective contribution in a general contact centre and/or Business Process Outsourcing environment.



The qualification is the first in a learning pathway for people working in the call centre and/or BPO environments.

Learners accessing this qualification will be able to work in call centres involving marketing, account management, sales, hospitality, tourism, emergency services, retail, telecommunications, financial services, credit control, etc. The qualification covers the foundational areas of the contact centre and/or Business Process Outsourcing agent's role in the workplace.



Exit Level Outcomes	Qualification Rules
<ol style="list-style-type: none">1. Provide effective customer service in a contact centre and/or Business Process Outsourcing centre.2. Demonstrate knowledge of and use communication technology in a contact centre environment.<ul style="list-style-type: none">▪ Range: Technology includes but is not limited to telephony, fax, email, internet, intranet, multifunction device, webchat and SMS.3. Capture data to track interactions.<ul style="list-style-type: none">▪ Range: Data include but are not limited to personal details, communication record between agent and the customer, communication outcome, resolution path and timeframes.4. Work effectively as a team member in a group to enhance team performance.	<p>Fundamental</p> <p>The Fundamental Component consists of Unit standards to the value of 36 credits all of which are compulsory.</p> <p>Core</p> <p>The Core Component consists of Unit Standards to the value of 55 credits all of which are compulsory.</p> <p>Electives</p> <p>The Elective Component consists of individual unit standards from which the learner must choose unit standards to the value of a minimum of 33 credits.</p>

Qualification Overview

Fundamental Modules

1. Communication Skills

ID	Unit Standard Title	Level	Credits
119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
119457	Interpret and use information from texts	Level 3	5
119467	Use language and communication in occupational learning programmes	Level 3	5
119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Total			20

2. Numerical Skills

ID	Unit Standard Title	Level	Credits
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
9012	Investigate life and work related problems using data and probabilities	Level 3	5
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Total			16

3. Effective Customer Service

ID	Unit Standard Title	Level	Credits
14348	Process incoming and outgoing telephone calls	Level 2	3
377441	Communicate with customers in a Contact Centre and BPO	Level 3	10
377401	Handle a range of customer complaints in a Contact Centre and BPO	Level 3	10
377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
Total			31

4. Communication Technology

ID	Unit Standard Title	Level	Credits
110025	Process data using information technology	Level 4	5
377460	Collect and record information queries and requests from customers	Level 3	6
Total			11

5. Working as a Team Member

ID	Unit Standard Title	Level	Credits
115772	Use time management techniques to manage time in a financial services environment	Level 2	2
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
Total			13

Electives

ID	Unit Standard Title	Level	Credits
259639	Explain basic health and safety principles in and around the workplace	Level 2	4
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6
117129	Apply the regulations for disclosure that are required as part of the financial sales process	Level 4	2
242584	Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector	Level 4	2
13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5

ID	Unit Standard Title	Level	Credits
11606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
12164	Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	Level 4	2

Articulation Options

The qualification articulates vertically with the:

- ID: 71489, Further Education and Training Certificate: Contact Centre, NQF Level 4.

This qualification articulates horizontally with the:

- ID: 48764, National Certificate: Wholesale and Retail Sales Practice, NQF Level 3.