



# Executive Summary

Qualification	National Certificate: Contact Centre and Business Process Outsourcing Support
Qualification ID	93997
NQF Level	3
Minimum Credits	124
Duration	12 months
Field	Business, Commerce and Management Studies
Subfield	Marketing
ETQA	Services SETA
Purpose	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.
Entry Requirements	<ul style="list-style-type: none"><li>▪ Communication at NQF Level 2.</li><li>▪ Mathematical Literacy at NQF Level 2.</li><li>▪ Computer Literacy at NQF Level 3.</li></ul>



EMPOWERED

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## Exit Level Outcomes

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.
  - Range: Technology includes but is not limited to telephony, fax, email, internet, intranet, multifunction device, webchat and SMS.
3. Capture data to track interactions.
  - 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.

## The KLM Empowered X-Perience



### X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



### X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



### X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



### X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



### X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

# Learning Blocks

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## Contact Centre and BPO working practices

ID	Unit Standard Title	Level	Credits
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
377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
Total			19

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## Customer Service Excellence

ID	Unit Standard Title	Level	Credits
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
Total			20

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## Using communication technology in a contact centre

ID	Unit Standard Title	Level	Credits
14348	Process incoming and outgoing telephone calls	Level 2	3
377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
9012	Investigate life and work related problems using data and probabilities	Level 3	5
Total			21

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## Capturing data to track interactions

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
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
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Total			18

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## Working effectively as a team member in a group

ID	Unit Standard Title	Level	Credits
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
115772	Use time management techniques to manage time in a financial services environment	Level 2	2
244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
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

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## The Greatness Effect