



Executive Summary

Qualification	OC Contact Centre Manager
Curriculum Code	143905000
Qualification ID	99687
NQF Level	5
Minimum Credits	285
Duration	12 to 18 months
Field	Field 11 - Services
Subfield	Consumer Services
ETQA	Services SETA
Purpose	The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager.
Entry Requirements	NQF Level 4 qualification with Mathematics



EMPOWERED

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Exit Level Outcomes

- Manage and control costs of a contact centre.
- Manage and control operational planning and the achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact centre processes and technology.

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.

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Knowledge Modules

ID	Title	Level	Credits
143905000-KM-01	Introductory studies for Contact Centre Managers	4	4
143905000-KM-02	Communication	4	4
143905000-KM-03	Operational Supervision	4	4
143905000-KM-04	Operational Management	5	4
143905000-KM-05	People Management	5	6
143905000-KM-06	Industrial Relations Management	5	8
143905000-KM-07	Contact Centre Technology, Systems and Processes	5	10
143905000-KM-08	Contact Centre Quality Management	5	10
143905000-KM-09	Supplier management	6	10
143905000-KM-10	Customer management	6	10
143905000-KM-11	Financial management concepts	5	10
Total			80

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Practical Skill Modules

ID	Title	Level	Credits
143905000-PM-01	Provide budgeting services	4	4
143905000-PM-02	Read and interpret financial documents	5	8
143905000-PM-03	Maintain productive and effective work teams	4	4
143905000-PM-04	Develop operational plans and manage performance levels	5	8
143905000-PM-05	Manage service level agreements	6	8
143905000-PM-06	Supervise personnel	4	6
143905000-PM-07	Attend to personnel planning, management and control	5	8
143905000-PM-08	Attend to industrial relations management and control	5	8
143905000-PM-09	Attend to performance and training management and control	5	4
143905000-PM-10	Administer supplier service level agreements	6	6
143905000-PM-11	Attend to customer/client/supplier communication	6	8
143905000-PM-12	Assure the output of the service delivery by agents	6	8
143905000-PM-13	Evaluate MIS reports and ensure system efficiency	5	6
143905000-PM-14	Manage a customer contact process	6	8
143905000-PM-15	Manage process and technology improvement projects	5	4
Total			98

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Work Experience Modules

ID	Title	Level	Credits
143905000-WM-01	Attend to standard financial control procedures in a contact centre environment	6	10
143905000-WM-02	Maintain productive and effective work teams for an operational unit in a contact centre	4	12
143905000-WM-03	Attend to operational target- and standard-setting processes in a contact centre environment	5	13
143905000-WM-04	Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level	4	8
143905000-WM-05	Attend to personnel management processes in a contact centre environment within the delegated functions of line management	5	16
143905000-WM-06	Attend to customer and supplier relations management processes in a contact centre environment	6	16

143905000-WM-07	Assure quality standards in a contact centre environment	5	16
143905000-WM-08	Attend to process and technology efficiency management processes in a contact centre environment	5	16
		Total	107

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