

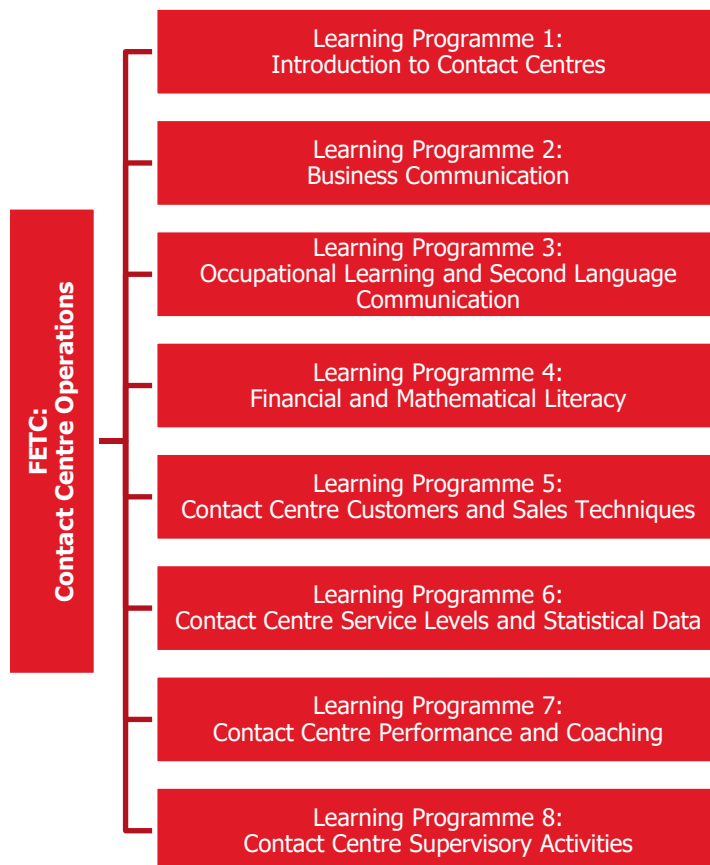
# Further Education and Training Certificate: Contact Centre Operations

## NQF 4: (QUAL I.D: 71489)

This qualification is designed to meet the needs of those learners who want to progress and will assist those who make Contact Centre Operations their chosen career path. Management is a critical skill in the workplace - good leaders result in high performing teams and high performing teams achieve great success. This qualification will equip a new or existing contact centre leader to work more efficiently as a Contact Centre Team leader/Supervisor.



Learning programmes included in this qualification:



On achieving this qualification, the learner will be able to:

- Understand and implement service levels and their monitoring in Contact Centres
- Monitor and control Contact Centre/Call Centre support staff and their meeting of targets and standards
- Apply specific Contact Centre/Call Centre sales knowledge and skills in creating and meeting sales targets and requirements
- Identify specific Contact Centre/Call Centre customers
- Coach others in Contact Centres/Call Centres
- Work with Contact Centre/Call Centre statistical data

### **Target Audience**

- Contact Centre Agents preparing to level up to Team Leader positions

### **Entry Requirements**

- English Communication at NQF Level 3 or equivalent
- Mathematical Literacy at NQF level 3 or equivalent
- Computer Literacy at NQF Level 3 or equivalent

**Duration:** 12 months

- **Contact Training & Assessment Sessions:** Approximately 36 contact days (3 days per month)
- **Non-Contact:** Learners will be required to invest additional time per module on supplementary research, reading, on the job practical application and portfolio building.