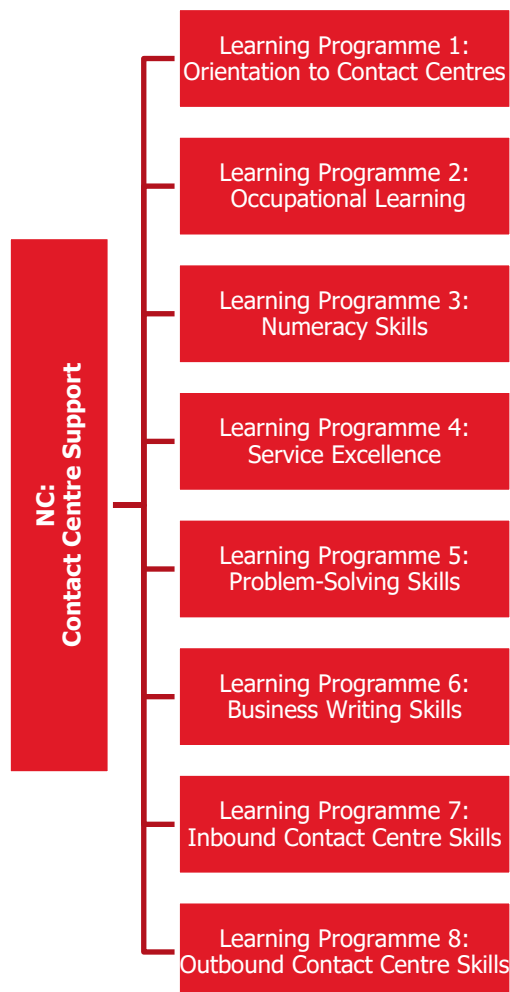


National Certificate: Contact Centre Support

NQF 2 (QUAL I.D: 71490)

This qualification serves as the entry qualification into Contact Centre operations and management and is designed to enable learners to work as Contact Centre Agents. Learners will attend 40 days of training over a twelve-month period and will gain practical exposure in the WNS call centre environment.

Learning programmes covered in this qualification include:



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

- 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

Target Audience

- New or junior contact centre agents

Entry Requirements

- English Communication at NQF Level 1 or equivalent
- Mathematical Literacy at NQF level 1 or equivalent
- Computer Literacy at NQF Level 2 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.