

You are always a student, never a master. You have to keep moving forward



1 year	National Certificate in Contact Centre ID :71489 –NQF Level 4. Credits : 132	310 Oak Avenue , NBS building 3rd floor Randburg
	<div data-bbox="240 667 771 735">FETC: CONTACT CENTRE OPERATION</div> <div data-bbox="289 741 857 1491"> <div>Learning Unit 1 Communication</div> <div>Learning Unit 2 Language Proficiency</div> <div>Learning Unit 3 Mathematical Literacy</div> <div>Learning Unit 4 Principle of Contact Centre Operation</div> <div>Learning Unit 5 Contact Centre Management</div> <div>Learning Unit 6 Contact Centre Customer Handling</div> <div>Learning Unit 7 Contact Centre Data Management</div> </div>	<div data-bbox="930 621 1523 898"> </div> <div data-bbox="898 951 1396 987"> Total Price : kindly call the 0861961961 </div> <div data-bbox="946 1045 1227 1367"> </div> <div data-bbox="898 1415 1271 1446"> Accreditation number : 12255 </div> <div data-bbox="1115 1526 1321 1558"> <u>Banking Details</u> </div> <div data-bbox="946 1596 1489 1753"> <ul style="list-style-type: none"> • Account Name: Cornerstone Supreme • Account number: 62653109283 • Bank : First National Bank • Branch Code : 620 </div>

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Introduction

Welcome to the FETC: Contact centre Operations. The National Qualification in Contact Centre operations: Level 4 is designed to meet the needs of those learners want to progress and will assist those who make Contact Centre Operations their chosen career path, in the field of Contact Centres. Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres are a new industry - there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

The Contact Centre industry is also fast becoming the next knowledge worker industry. All Contact Centres are currently recruiting, training and performance managing agents. Currently Call Centres sit inside of existing organisations within larger Industries, i.e. Banking, Insurance, Tracking of vehicle, recruitment, etc.

The Contact Centre National Certificate at NQF Level 4 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

- At the higher levels needs a set of unit standards against which to align and measure them.
- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years, but have no formal qualification in Contact Centre Management.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

The National Certificate in Contact Centre Operations: Level 4 allows the learner to work towards a nationally recognised whole qualification. The qualification will allow both those in formal education and those already employed in Contact Centre organisations access, due to its flexibility.

The qualification focuses on the skills, knowledge, values and attitudes required to progress further within the Contact Centre industry. The intention is

- ☑ To promote the development of knowledge and skills that are required in Contact Centres.
- ☑ To release the potential of people.
- ☑ To provide opportunities for people to move up the value chain.

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Many different roles and careers are linked to and affected by this qualification. They include, but are not limited to:

- ☑ Sales Managers
- ☑ Administration staff
- ☑ Contact Centre Managers
- ☑ Category Managers
- ☑ Sales Representatives
- ☑ Telesales Clerks
- ☑ National Account Managers
- ☑ Sales Directors
- ☑ Key Account Managers
- ☑ Client Services Clerks
- ☑ Channel Managers
- ☑ Quality Assurance staff
- ☑ Contact Centre / Call Centre Supervisors
- ☑ Contact Centre/ Call Centre Agents
- ☑ General Managers
- ☑ IT Staff

The National Certificate in Contact Centre Operations: Level 4 should produce knowledgeable, skilled people who are able to contribute to improved productivity and efficiency within the Contact Centre industry. It should provide the means for current individuals in the Contact Centre field to receive recognition of prior learning and to upgrade their skills and knowledge base. The qualification is structured in such a way that it exposes individuals to a set of core competences to give a broad understanding of Contact Centre operations and supervision, and the electives, which will allow for a specialisation of competence in either a commercial or an emergency environment. It will also promote the notion of life-long learning.

1.1 Why are we here?

Learner Tip:

This qualification is the first in the learning pathway for individuals who wish to embark on a career within the contact centre industry or related careers in other sectors. The qualification covers the foundational areas of the operation's role in the workplace.

Any individual, who are or wish to be involved in the Contact Centre industry, will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management. This qualification will be registered at NQF Level 4. Portability across both areas of specialisation is therefore ensured.

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Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to learner's job. This qualification is intended to enhance the provision of entry level service within the Contact centre Industry.

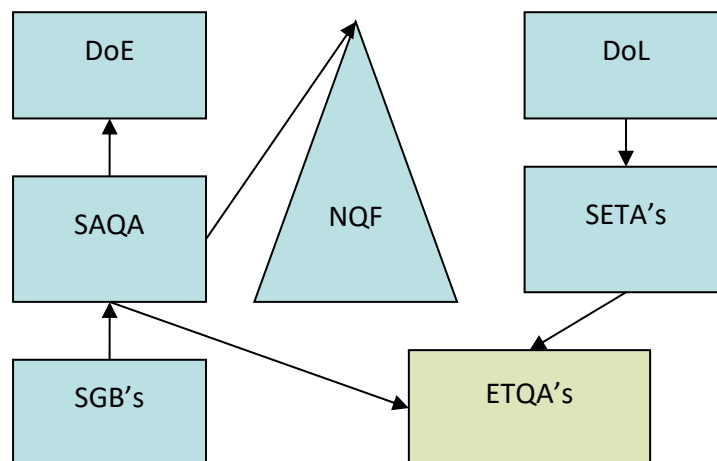
1.2 What is the NQF?

The South African Qualifications Authority Act (1995) created a new framework for education and training in South Africa by:

- Creating a single, unified system of classifying qualifications (the National Qualifications Framework or NQF)
- Creating the institutions and infrastructure to ensure that these qualifications are of a high quality.
- The NQF is a framework on which qualifications, courses, and learning programmes are registered. Achievements obtained by learners are recorded and recognized nationally. It is therefore an integrated approach towards education and training.

The objectives of the NQF are as follows:

- Create an integrated national framework of learning achievements;
- Facilitate access to, and mobility and progression within education, training and career paths;
- Enhance the quality of education and training;
- Accelerate the redress of past unfair discrimination in education, training and employment opportunities, and thereby
- Contribute to the full personal development of each learner and the social and economic development of the nation at large.

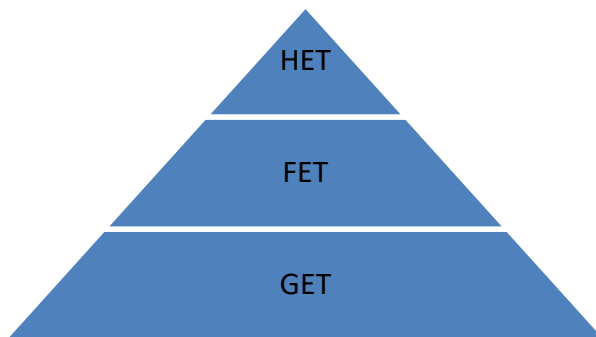


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KEY:

DoE	Department of Education	DOL	Department of Labour
SAQA	South African Qualifications Authority	SETA	Sector Education Training Authority
SGB	Standard Generating Bodies	ETQA	Education & Training Quality Assurance body

The National Qualifications Framework is broadly structured into *three bands, and 10 levels* of education and training:



HET	Higher Education Training Levels 5 - 10
FET	Further Education and Training (vocational training) Level 2 - 4
GET	General Education and Training (entry level – schools and ABET – Adult Basic Education and Training)

1.3 What is in a Qualification?

According to SAQA, a qualification registered on the NQF is defined as “a planned combination of learning outcomes which has a defined purpose and which is intended to provide qualifying learners with applied competence and a basis for further learning...”.

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A qualification is therefore a structured combination of standards consisting out of fundamental, core and elective components, and has a specified amount of credits that must be achieved by the learner in a period of time:

- Fundamental – literacy, numeracy and communication standards
- Core – vocational standard generic to the whole occupation
- Elective – standards that allow a learner to specialize in certain areas



Learner Tip:

This qualification is registered at NQF Level 4 in the Further Education and Training Band, and amounts to 132 credits in total. In this Qualification the credits are allocated as follows:

Fundamental Component:

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at NQF Level 4 to the value of 16 credits
- Communication at NQF Level 4 in a First South African Language to the value of 20 credits
- Communication in a Second South African Language at NQF Level 3 to the value of 20 credits

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 66 credits all of which are compulsory.

Elective Component:

Learners are to choose Unit Standards to a minimum of 10 credits from the Elective Component.

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A unit standard describes the learning outcomes to be achieved by the learner, as well as the assessment criteria against which the student's performance will be judged. These unit standards are the minimum levels of competency as agreed by an entire industry.

A learning outcome is what a student will know and be able to do when they have completed their qualification and have been judged competent. These outcomes will be recognized through national standards and qualifications.

2. About this Qualification in Contact Centre Operations

2.1 Purpose of the Qualification

Any individual, who are or wish to be involved in the Contact Centre industry, will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management. This qualification will be registered at NQF Level 4. Portability across both areas of specialisation is therefore ensured.

2.2 Learner Entry Requirements



Learner Tip:

Who should be on this qualification?

It is assumed that the person who is registered for this qualification has the following:

It is assumed that the learner has the following knowledge and skills:

- ✓ Communication at NQF Level 3.
 - ✓ Mathematical Literacy at NQF Level 3.
 - ✓ Computer Literacy at NQF Level 3.
 - ✓ Communication in a Second South African Language at NQF Level 2.
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- It is preferable for the learner to be in possession of a Senior Certificate / list any pre-requisite qualifications.
 - Person is already working in the business, commerce and management industry, or wish to seek a career in this industry.

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