



CORNERSTONE
PROUDLY PIONEERING PEOPLE

National Certificate Contact Centre Operation NQF-4 (1yr Online Course)

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.

Contact us / What'sapp Business: 0718374853 for more information



Online Training

What Modules are Covered

- Module 1 • communication
- Module 2 • Language Proficient
- Module 3 • Mathematical Literacy
- Module 4 • Principle of Contact Centre Management
- Module 5 • Contact Centre Management
- Module 6 • Contact Centre Management
- Module 7 • Contact Centre Data Management

INVESTMENT

- Required investment for the Course : **R 12000**
- **R 1000** as a deposit should be paid before commencing the training.
- **R 1000** instalment should be paid for a period of **11 months**
- **Training time frame : 12 months**

Banking Details

Bank Account : Cornerstone Supreme
Bank : FNB
Account : 62653109283
Reference : Use your name as reference

School Credential

Service Provider : Cornerstone Supreme
SETA Accreditation : 12255
BANKSETA Accreditation : Bank-Corne180502

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