

CONTACT CENTRE MANAGER

(Level 5)

DURATION

18 Months (excluding EISA),
20 Classes, 3 Work Experience
Coaching Sessions.

ENTRY REQUIREMENTS

NQF level 4 qualification with English, Communication and Mathematical Literacy. 1 year work experience Access to a contact centre environment, and its systems and process.

TOTAL NUMBER OF DAYS OUT OF THE OFFICE

20 Contact sessions, 9h00 – 16h00
3 Coaching sessions, 09h00-12h00

Assignments and workplace evidence required.

INTRODUCTION

This qualification will benefit those currently employed in operational positions, as well as job seekers hoping to enter the Contact Centre industry. Not only does the programme content provide progressive learning opportunities for Operators entering the industry, but it also empowers students to achieve the competencies required to progress to the level of Contact Centre management.

Closely related to the South African Bureau of Standards (SABS), South African National Standard for Business Process Services and Outsourcing/Offshoring Operations (BPSO), this SABS Contact Centre standard qualification provides a quality management framework for contact centres in South Africa.

OVERVIEW OF THE HIGH-LEVEL PROGRAMME

Module 1: Contact Centre Fundamentals

Module 2: People Management and Leadership

Module 3: Operations Management

Module 4: Financial Management Fundamentals

Module 5: Contact Centre Technologies

Module 6: Contact Centre Quality Management

Module 7: Supplier Management

Module 8: Customer Service Management

OUTCOMES

A qualified learner will be able to manage and control:

1. The costs of a contact centre.
2. Operational planning and the achievement of operational targets.
3. The personnel employed in a contact centre.
4. Customer and supplier relations.
5. The achievement of contact centre quality standards.
6. The efficiency of contact centre processes and technology, while planning, administering and providing support services to a special project within an organisation.

WORKPLACE EVIDENCE

Prescribed workplace evidence must be collected and endorsed by the student's mentor/supervisor in the workplace and submitted to NVO for final assessment.

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)

NVO will issue a Statement of Results (SoR) once the programme and all assessments have been completed successfully.

EISA (External Integrated Summative Assessment) exam to be booked directly with BANKSETA once NVO programme is completed.

If applicable, the exam fee is payable directly to BANKSETA. The Novia One mock examination will be venue based to simulate exam conditions as applied by the EISA exam. Students will receive a certificate of competence against the qualification directly from QCTO after successfully passing the EISA.