

CONTACT CENTRE PROGRAMMES

NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT (NQF LEVEL 2, SAQA ID 71490, 128 CREDITS)

This Services SETA qualification provides entry-level skills for contact centre agents to handle customer interactions, process data, work in teams, and meet performance standards in inbound/outbound operations.

COURSE STRUCTURE AND MODULES

Comprises fundamental (36 credits: communication/maths), core (76 credits: customer service/data handling), and elective (16+ credits: inbound/outbound operations) unit standards.

Key Modules

- Core: Identify/respond to customer needs (10348, 12 credits); Collect/record information (10350, 8 credits); Provide information/handle complaints (13885/13873); Input data (10349, 12 credits); Meet performance standards (10353, 6 credits).
- Fundamentals: Oral communication (8962/119454); Mathematical literacy.
- Electives: Inbound operations (10358, 8 credits); Outbound operations (13883, 8 credits).

DURATION:

12-month learnership, including a minimum of 26 contact days for theory, portfolio of evidence (PoE) building, and structured workplace practice.

PROGRAMME OBJECTIVES:

- Enable agents to identify and confirm customer needs across multiple channels.
- Develop the ability to provide accurate information and follow scripts and procedures.
- Build skills to gather, capture and process customer and transactional data correctly.
- Strengthen teamwork in diverse contact centre environments.
- Support agents to meet defined performance, quality and service level targets.
- Equip learners to implement day-to-day contact centre operational processes.

ENTRY REQUIREMENTS:

- Numeracy at NQF Level 1 or equivalent.
- Computer literacy at NQF Level 2.
- Grade 10/11 (or equivalent) is recommended for successful participation.

WHO SHOULD APPLY:

- Entry-level contact centre and call centre agents.
- Customer service representatives and help-desk staff.
- Telesales and outbound sales agents.
- Support staff in commercial contact centres seeking formal contact centre operations certification.

FURTHER EDUCATION AND TRAINING CERTIFICATE: CONTACT CENTRE OPERATIONS (NQF LEVEL 4, SAQA ID 93996, 159 CREDITS)

This Services SETA qualification develops advanced contact centre skills for supervisors and team leaders to manage operations, coach staff, meet service levels, handle sales targets, and analyze performance data in commercial environments.

COURSE STRUCTURE AND MODULES

Structured with fundamentals (communication/maths at NQF 4, 51 credits), core contact centre operations (76 credits), and electives (32 credits) for inbound/outbound/emergency specializations.

Key modules:

- Core: Comply with service levels (10313, 10 credits); Monitor performance standards (10321, 12 credits); Coach personnel (10327, 10 credits); Implement sales techniques (10323, 12 credits); Retrieve statistical data (10322, 12 credits).
- Fundamentals: Oral/written communication (119462/12153); Mathematical applications (9015/7468).
- Electives: Coordinate campaigns (10330, 10 credits); Emergency operations (10329, 18 credits); Employee induction/mentoring (10980/114215).

DURATION:

12 months learnership (1590 hours: 30% theory, 70% workplace practice) with structured assessments.

PROGRAMME OBJECTIVES:

- Equip supervisors and team leaders to implement and manage service levels and key performance indicators.

- Develop skills to monitor staff performance, provide feedback, and coach teams for improved results.
- Strengthen the ability to apply sales and up-selling techniques within contact centre environments.
- Build competence in analysing operational and performance data to inform decisions and reports.
- Enable learners to coordinate day-to-day operations across commercial and emergency contact centres.

ENTRY REQUIREMENTS:

- NQF Level 3 qualification or equivalent.
- Mathematical Literacy and Communication at NQF Level 4.
- Generally aimed at candidates aged 18–29 (South African citizens preferred for funded learnerships).

WHO SHOULD APPLY:

- Contact centre supervisors and team leaders.
- Quality controllers, floor-walkers and real-time analysts.
- Senior agents or sales coordinators progressing from frontline roles into operational management in call centres or telemarketing environments.

OCCUPATIONAL Certificate: Contact Centre Manager (NQF Level 5, SAQA ID 99687, 285 Credits)

This QCTO qualification equips managers to optimize contact centre operations, control costs, achieve targets, lead teams, manage customer/supplier relations, ensure quality standards, and drive process/technology efficiency.

COURSE STRUCTURE AND MODULES

Total 285 credits across knowledge modules (theory), practical skill modules (application), and work experience modules (workplace practice).

Key modules:

- Knowledge: Contact centre management intro; Communication; Operational/people management; Industrial relations; Technology/processes; Quality/supplier/customer/financial management.
- Practical Skills: Budgeting; Team maintenance; Operational planning; Personnel supervision; Performance/training control; Service level agreements; Process improvement projects.

- Work Experience: Financial controls (10 credits); Team leadership (12 credits); Target-setting (13 credits); Personnel management; Quality assurance; Process efficiency.

DURATION:

12-24 months (typically 18 months) via blended learning with structured workplace exposure and External Integrated Summative Assessment.

PROGRAMME OBJECTIVES:

- Prepare managers to control operational costs and day-to-day contact centre performance.
- Develop the ability to lead productive, engaged teams and maintain high service levels.
- Strengthen competence in handling industrial relations and people-management issues.
- Build skills to monitor and assure agent quality output across multiple teams.
- Equip managers to drive continuous improvement initiatives in inbound, outbound and outsourced centres.

ENTRY REQUIREMENTS:

- Grade 12/NQF Level 4 qualification or equivalent.
- Minimum 1 year customer service and/or contact centre experience.
- Strong written and verbal communication skills.
- Mathematics background preferred for understanding metrics and financial performance.

WHO SHOULD APPLY:

- Contact centre supervisors and senior team leaders.
- Operations and floor managers in inbound, outbound or blended centres.
- Managers in outsourced/BPO environments overseeing client campaigns.
- Aspiring contact centre leaders seeking more strategic, management-level certification.