

COURSE OUTLINE



BCONSULT

Further Education and Training Certificate: Contact Centre & Business Process Outsourcing Support Level 3

SAQA ID: 93997

Course Purpose

This course is designed for employed and unemployed individuals who wish to work in the contact Centre Industry. The call centre and the front desk are the voice and face of the company. It also serves as the entry qualification into Contact Centre Operations and Management.

Why study Contact Centre & Business Process Outsourcing Support level 3?

National Certificate: Contact Centre Support – NQF level 2 qualification is a foundational and generic course that focuses on building employed or new learners entering a workplace where End Contact Centre skills are required. This qualification will provide learners with skills, comprehension, attitudes, and values that are essential to navigate in the information communication technology industry. 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.

A Qualifying Learner will be able to:

- Identify problems and come up with solutions relating to Contact Centre Level 2.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to contact centres.
- Understand customer requirements through quality checks.
- Solve problems caused by changes and deviations
- Implement and articulate operational activities in a Contact Centre.
- Perform required standards and requirements

Who should study Contact Centre & Business Process Outsourcing Support level 3?

This course is intended for employed and unemployed individuals entering a Contact Centre Support environment. The Contact Centre Level 2 is intended at experienced individuals in the contact centre who need a formal qualification or needing to upskill themselves. Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.

Contact Centre & Business Process Outsourcing Support level 3 potential careers

- Sales Managers
- Contact Centre Managers
- Sales Representatives
- National Account Managers
- Quality Assurance Staff
- Telesales Clerks

Duration

This qualification is run over 12 months.

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Fully accredited course with the ServicesSeta

Contact Centre & Business Process Outsourcing Support Level 3

Unit Standards

US	Name of Unit Standard
14348	Process incoming and outgoing telephone calls
377421	Manage in-bound and/or out-bound calls in a contact centre
377441	Communicate with customers in a contact centre and BPO
377401	Handle a range of customers complaints in a contact centre and BPO.
110025	Process data using information technology.
377460	Collect and record information queries and requests from customers
259458	Interpret classification systems to organise, retrieve and dispose of records
115772	Use time management techniques to manage time in a financial services environment
244589	Identify causes of stress and techniques to manage it in the workplace
13912	Apply knowledge of self and team to develop a plan to enhance team performance
259639	Explain basic health and safety principles in and around the workplace
116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context.
116606	Communicate orally with relevant stakeholders in the recovery of debt.
13948	Negotiate an agreement or deal in an authentic work situation
9012	Investigate life and work-related problems using data and probabilities.
116940	Use a Graphical User Interface (GUD) - based spreadsheet application to solve a given problem
377420	Demonstrate an understanding of Contact Centre and BPO working practices.
119472	Accommodate audience and context needs.
119467	Use language and communication in occupational learning programmes
119457	Interpret and use information from text.
119465	Write/present/sign texts for a context
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations.
7456	Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues.

Contact Centre & Business Process Outsourcing Support

Level 3

We aim to boost your competitiveness in the marketplace and outrank your competitors

An employee contributes the following to company's b-bbee score

- B-BBEE Points
- Employment Equity Points and Compliance
- R80 000 Tax Concessions
- Skills Development Points and Compliance
- Increased Productivity
- Improved Skills

Benefits of doing business with us:

- 125% of your spend with us counts towards your B-BBEE
- You score points under EME target 115%
- You score points under Black Owned Business
- You score points under Black Female Owned Business

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sales@bconsult.co.za

Call Us

+27 31 536 8167

+27 87 222 7137

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