

LEARNERSHIPS QUALIFICATION



Further Education and Training Certificate

CONTACT CENTRE OPERATIONS

Level 4

SAQA ID: 93996

DURATION

12 MONTHS

**B-BBEE POINTS CLAIMABLE
FOR ALL LEARNERSHIPS**

**TAX CONCESSIONS APPLY BETWEEN
R80 000 - R120 000
PER CANDIDATE**

BOOK YOUR SEAT

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CONTACT CENTRE OPERATIONS

Level 4

Course Purpose

Contact Centre is often the central point from where all customer interactions can be managed across different channels. Contact Centre agents use email, social media, messaging, or chats to communicate with customers and handle inbound and out-bound calls. The Contact Centre industry is also fast becoming the next knowledge worker industry. An individual who wishes to be involved in the Contact Centre industry can enrol for Contact Centre Operations qualification. This qualification serves as an entry qualification into Contact Centre Operations and Management.

The certificate will enable qualifying candidates to:

- Work with Contact Centre statistical data.
- Coach others in Contact Centres.
- Identify specific Contact Centre customers.
- Understand and implement service levels and their monitoring in Contact Centres.
- Apply specific Contact Centre sales knowledge and skills in creating and meeting sales targets and requirements.
- Monitor and control Contact Centre support Staff and their meeting of targets and standards.
- Manage the capture, storage and retrieval of human resources information using an information system.

Who should study Contact Centre Level 4?

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

Duration

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US	Name of Unit Standard
10321	Monitor and maintain performance standards in a Contact Centre
10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre
10327	Provide coaching to personnel within a Contact Centre
10326	Identify customers of Contact Centres
10331	Identify and analyse customer and market related trends impacting on Contact Centres
10322	Retrieve and correlate statistical data applicable to Contact Centres
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
9015	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities
9016	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts
119469	Read/view, analyse and respond to a variety of texts
12153	Use the writing process to compose texts required in the business environment
119459	Write/present/sign for a wide range of contexts
119467	Use language and communication in occupational learning programmes
119472	Accommodate audience and context needs in oral/signed communication
119457	Interpret and use information from texts
119465	Write/present/sign texts for a range of communicative contexts
10313	Comply with service levels as set out in a Contact Centre Operation
10324	Describe features, advantages and benefits of a range of products or services



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**CONTACT CENTRE LEVEL 2
SAQA ID: 71490**

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**CONTACT CENTRE LEVEL 3
SAQA ID: 93997**

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GET IN TOUCH

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