

CONTACT CENTRE SUPPORT LEVEL 3

SAQA Qualification ID: 93997 LP 80566

Qualification Title: National Certificate: Contact Centre and Business Process Outsourcing Support
NQF Level 03 Minimum Credits 124

PRICE
R25000

PURPOSE AND RATIONALE OF THE QUALIFICATION

This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification provides an introduction to contact centre and/or Business Process Outsourcing operations. The qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

Learners will be provided with competencies to handle both inbound and outbound interactions/traffic, within different types of operations of contact centre and/or Business Process Outsourcing. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back office processes and tasks. Learners will have the opportunity to learn, develop and practice the skills required to make an effective contribution in a general contact centre and/or Business Process Outsourcing environment.

The qualification is the first in a learning pathway for people working in the call centre and/or BPO environments.

Learners accessing this qualification will be able to work in call centres involving marketing, account management, sales, hospitality, tourism, emergency services, retail, telecommunications, financial services, credit control, etc. The qualification covers the foundational areas of the contact centre and/or Business Process Outsourcing agent's role in the workplace.

EXIT LEVEL OUTCOMES



On achieving this qualification the learner will be competent in:

- ☒ **Providing effective customer service in a contact centre and/or Business Process Outsourcing industry.**
- ☒ **Using communication technology in a contact centre.**
- ☒ **Capturing data to track interactions.**
- ☒ **Working effectively as a team member in a group**

The following represents the units of competency that form the qualification which compares favourably with the South African qualification.

Provide quality customer service.

Provide support and assistance to customers on matters relating to a particular product or service.

Manage personal work priorities and professional development.

Provide basic assistance to customers in relation to account inquiries.

Establish and manage effective relationships within the call centre team environment.

Develop and maintain a safe workplace and environment.

Conduct data collection for market research, opinion polls and customer surveying.

Manage and build on relationships with customers.

Resolve complaints dealing with specific product/service.

Resolve customer complaints.

Resolve the more complex customer complaints.

Use telecommunications technology in receiving incoming and making outgoing calls in the call centre environment.

Use basic computer technology to process enterprise/customer data in the call centre environment.

Use specific enterprise systems to satisfy customer requirements.