



QUALIFICATION OVERVIEW

OCCUPATIONAL CERTIFICATE: CONTACT CENTRE MANAGER NQF5
QUALIFICATION ID: 99687



SAQA ID:
99687



CREDITS:
285



DURATION:
24 MONTHS

DESCRIPTION

The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager.

A Contact Centre Manager manages and optimises quality contact centre operations and practices.

A qualified learner will be able to:

- Manage and control the costs of a contact centre.
- Manage and control the operational planning and achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact Centre processes and technology.

Rationale:

This qualification is developed to establish the South African Contact Centre industry as a service provider of choice within a highly competitive international market. The Contact Centre Management Group (CCMG), as the South African professional association for both Contact Centre Managers and Supervisors, has actively participated as recognised industry experts in the development of this qualification. The CCMG is nationally recognised for their role in the Contact Centre industry and represents all the major role players.

Contact Centre Managers are employed by organisations within either an Inbound or Outbound Contact Centre or as Outsourcers and users of tele-services. Persons currently employed in Operational positions, as well as persons seeking to enter the Contact Centre industry, will benefit from this qualification. It recognises the need to provide for progressive learning opportunities for Operators who enter the industry. This ensures that learners achieve competencies that will allow them to progress to operational control-related competencies and employment opportunities at the Contact Centre Management level.

This qualification is 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 provides a quality management framework for contact centres in South Africa.

Growth Through Development





QUALIFICATION PLAN

ID	DESCRIPTION	COMPONENT	LEVEL	CREDITS
Knowledge Modules				
143905000-KM-01	Introductory studies for Contact Centre Managers	Knowledge Modules	4	4
143905000-KM-02	Communication	Knowledge Modules	4	4
143905000-KM-03	Operational Supervision	Knowledge Modules	4	4
143905000-KM-04	Operational Management	Knowledge Modules	5	4
143905000-KM-05	People Management	Knowledge Modules	5	6
143905000-KM-06	Industrial Relations Management	Knowledge Modules	5	8
143905000-KM-07	Contact Centre Technology, Systems and Processes	Knowledge Modules	5	10
143905000-KM-08	Contact Centre Quality Management	Knowledge Modules	5	10
143905000-KM-09	Supplier management,	Knowledge Modules	6	10
143905000-KM-10	Customer management	Knowledge Modules	6	10
143905000-KM-11	Financial management concepts	Knowledge Modules	5	10
Practical Skills Modules				
143905000-PM-01	Provide budgeting services,	Practical Skills Modules	4	4
143905000-PM-02	Read and interpret financial documents,	Practical Skills Modules	5	8
143905000-PM-03	Maintain productive and effective work teams	Practical Skills Modules	4	4
143905000-PM-04	Develop operational plans and manage performance	Practical Skills Modules	5	8
143905000-PM-05	Manage service level agreements	Practical Skills Modules	6	8
143905000-PM-06	Supervise personnel,	Practical Skills Modules	4	6
143905000-PM-07	Attend to personnel planning, management and control	Practical Skills Modules	5	8
143905000-PM-08	Attend to industrial relations management and control	Practical Skills Modules	5	8
143905000-PM-09	Attend to performance and training management and	Practical Skills Modules	5	4
143905000-PM-10	Administer supplier service level agreements	Practical Skills Modules	6	6
143905000-PM-11	Attend to customer/client/supplier communication	Practical Skills Modules	6	8
143905000-PM-12	Assure the output of the service delivery by agents	Practical Skills Modules	6	8
143905000-PM-13	Evaluate MIS reports and ensure system efficiency	Practical Skills Modules	5	6
143905000-PM-14	Manage a customer contact process	Practical Skills Modules	6	8
143905000-PM-15	Manage process and technology improvement projects,	Practical Skills Modules	5	4
Work Experience Modules				
143905000-WM-01	Attend to standard financial control procedures in a contact	Work Experience Modules	6	10
143905000-WM-02	Maintain productive and effective work teams for an	Work Experience Modules	4	12
143905000-WM-03	Attend to operational target-and standard-setting processes	Work Experience Modules	5	13
143905000-WM-04	Attend to team leadership and first-line discipline for an	Work Experience Modules	4	8
143905000-WM-05	Attend to personnel management processes in a contact	Work Experience Modules	5	16
143905000-WM-06	Attend to customer and supplier relations management	Work Experience Modules	6	16
143905000-WM-07	Assure quality standards in a contact centre environment	Work Experience Modules	5	16
143905000-WM-08	Attend to process and technology efficiency management	Work Experience Modules	5	16

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