

Course Title: Call-Centre course

No	Course Name	US type	Unit standards ID	US Title	NQF	Credits
1	Contact Centre support {Call-Centre course}	Core	13872	Instil in myself a personal Contact Centre culture	4	4
		Core	10350	Collect and record information queries and requests from customers	2	8
		Core	13873	Handle a range of customer complaints in Contact Centres	4	4
		Elective	13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	3	16
		Core	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
					Total	44

PURPOSE OF THE UNIT STANDARDS

Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. 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.

WHO SHOULD ATTEND THIS TRAINING

Any individual who are or wish to be involved in the Contact Centre industry.

WHAT YOU SHOULD BE ABLE TO DO AT COMPLETION

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centres.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational activities in a Contact Centre.

WHAT YOU CAN BECOME AT COMPLETION

- Contact Centre Agent/Consultant
- Contact Centre Supervisor

- Contact Centre Coach
- Customer Service Representatives
- Customer Care Consultants
- Direct Selling
- Sales
- Tele Marketing
- Data Capturing
- Administration Clerks
- Receptionists
- Switchboard Operators

DURATION OF COURSE: 3 months {440 notional hours}

Attend Monday to Friday from 1pm to 4.30pm, Submit POE {Portfolio of evidence} at completion of course.

PRE- QUALIFICATION: Grade.10 or an equivalent

Roll-out dates:

Enquire for rollout dates or timetable.

SERVICE-SETA

Accreditation no. 6496