



OCCUPATIONAL CERTIFICATE: CONTACT CENTRE MANAGER (SAQA ID: 99687)



Qualification Title:
Occupational Certificate
Contact Centre Manager



SAQA Qualification ID
99687



NQF Level
Level 5



Total Credits
285
(Total from all modules)



Duration
18 Months



Training Days
30 Days spread over 18 Months



Blended
Online with Face to face/remote contact sessions



Accrediting SETA
Services SETA

Purpose of the qualification

The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager. A Contact Centre Manager is responsible for managing and optimising contact centre operations to ensure efficiency, quality, and customer satisfaction. The qualification equips learners with the skills to plan and control operations and costs, manage personnel, maintain effective customer and supplier relationships, ensure adherence to quality standards, and leverage technology to enhance contact centre performance and achieve organisational objectives.

Target Audience

This qualification is aimed at individuals currently employed in contact centre operations who wish to advance into management roles, as well as those seeking to enter the contact centre industry. It is suitable for professionals working in inbound or outbound contact centres, outsourcing environments, and business process service operations. The qualification provides a clear progression path for operators aspiring to develop managerial competencies and aligns with national quality and industry standards, supporting South Africa's position as a global leader in contact centre services.

Entry Requirements

NQF Level 4 (Matric) with communication, mathematical literacy and basic computer skills.

Course Structure



Part 1
Theory Modules
Runs with Part 2
|
Theory Exam

Part 2
Practical Modules
Runs with Part 2
|
Workbook, Observation & Assessment



Part 3
Workplace Modules
External or Onsite
|
Observation & Logbook

External Integrated Summative Assessment EISA



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1. Knowledge Modules(80 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Introductory studies for Contact Centre Managers	4	4
KM-02	Communication	4	4
KM-03	Operational Supervision	4	4
KM-04	Operational Management	5	4
KM-05	People Management	5	6
KM-06	Industrial Relations Management	5	8
KM-07	Contact Centre Technology, Systems and Processes	5	10
KM-08	Contact Centre Quality Management	5	10
KM-09	Supplier Management	6	10
KM-10	Customer Management	6	10
KM-11	Financial Management concepts	5	10

2. Practical SkillModules(98 Credits).

MODULE ID	Title	NQF Level	Credits
PM-01	Provide budgeting services	4	4
PM-02	Read and interpret financial documents	5	8
PM-03	Maintain productive and effective work teams	4	4
PM-04	Develop operational plans and manage performance levels	5	8
PM-05	Manage service level agreements	6	8
PM-06	Supervise personnel	4	6
PM-07	Attend to personnel planning, management and control	5	8



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PM-08	Attend to industrial relations management and control	5	8
PM-09	Attend to performance and training management and control	5	4
PM-10	Administer supplier service level agreements	6	6
PM-11	Attend to customer/client/supplier communication	6	8
PM-12	Assure the output of the service delivery by agents	6	8
PM-13	Evaluate MIS reports and ensure system efficiency	5	6
PM-14	Manage a customer contact process	6	8
PM-15	Manage process and technology improvement projects	5	4

3. Work Experience Modules(107 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Attend to standard financial control procedures in a contact centre environment	6	10
WM-02	Maintain productive and effective work teams for an operational unit in a contact centre	4	12
WM-03	Attend to operational target-and standard-setting processes in a contact centre environment	5	13
WM-04	Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level	4	8
WM-05	Attend to personnel management processes in a contact centre environment within the delegated functions of line management	5	16
WM-06	Attend to customer and supplier relations management processes in a contact centre environment	6	16
WM-07	Assure quality standards in a contact centre environment	5	16
WM-08	Attend to process and technology efficiency management processes in a contact centre environment	5	16



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Course Outcome

- Manage and control costs of a contact centre.
- Manage and control operational planning and the 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.



Assessment Methods

- **Internal Assessments:** Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.
- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.
- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.

Certification

- **Occupational Certificate: Contact Centre Manager** awarded by the QCTO upon successful completion of the EISA.



Articulation Options

Horizontal Articulation

- National Diploma: Customer Management, Level 5 (ID 20908).
- National Certificate: Generic Management, Level 5 (ID 59201).
- National Diploma: Contact Centre Management, Level 5 (ID 21792).
- National Certificate: N4 Business Management, Level 5 (ID 66871).



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Vertical articulation

- Diploma: Business Management, Level 6 (ID 67690).
- Diploma in Business and Information Management, Level 6 (ID 97803).
- Advanced Certificate in Operations Management, Level 6 (ID 91993).
- National Diploma: Operations Management, Level 6 (ID 62422).



For more information on how your organisation can benefit, contact Training Force:



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