

NC: Contact Centre and Business Process Outsourcing Support NQF 3 124 Credits

Purpose of the Qualification

The primary purpose of the qualification is to provide learners with:

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.

Rationale

The contact centre and/or Business Process Outsourcing industry is increasingly becoming more diverse, complex, and growing at a fast rate both nationally and internationally. Customer service is the key to success in the sector and this demands expert utilisation of technology which handles both basic and complex transactions.

Contact centres and/or Business Process Outsourcing have become key business tools integral to the way organisations achieve their business objectives. Contact centre and/or Business Process Outsourcing is a growing industry requiring career development and progression opportunities.

This qualification is needed to empower entry level employees to deal effectively with the public and to make a meaningful, positive contribution to customer satisfaction and to the image of the organisation.



Entry Requirements

Learners accessing this Qualification will have demonstrated competence as follows:

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.
- Computer Literacy at NQF Level 3.

Module Breakdown

| Module | Unit Standard No | Unit Standard | Credits | F/C/E |
|-------------------------------------|------------------|---|---------|-------------|
| BPO Communication Skills | 14348 | Process incoming and outgoing telephone calls | 3 | Core |
| | 377460 | Collect and record information queries and requests from customers | 6 | Core |
| | 377441 | Communicate with customers in a Contact Centre and BPO | 10 | Core |
| | 377401 | Handle a range of customer complaints in a Contact Centre and BPO | 10 | Core |
| | 119472 | Accommodate audience and context needs in oral/signed communication | 5 | Fundamental |
| Management | 115772 | Use time management techniques to manage time in a financial services environment | 2 | Core |
| | 377421 | Manage in-bound and/or out-bound calls in a Contact Centre | 8 | Core |
| | 119457 | Interpret and use information from texts | 5 | Fundamental |
| | 116601 | Manage credit grantor portfolio | 4 | Elective |
| | 116599 | Manage debtor portfolio | 6 | Elective |
| Teamwork | 13912 | Apply knowledge of self and team in order to develop a plan to enhance team performance | 5 | Core |
| | 119467 | Use language and communication in occupational learning programmes | 5 | Fundamental |
| | 119465 | Write/present/sign texts for a range of communicative contexts | 5 | Fundamental |
| Introduction to the BPO Environment | 377420 | Demonstrate an understanding of Contact Centre and BPO working practices | 4 | Core |
| | 244589 | Identify causes of stress and techniques to manage it in the workplace | 2 | Core |
| Data Management | 110025 | Process data using information technology | 5 | Core |
| | 9010 | Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations | 2 | Fundamental |
| | 9013 | Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts | 4 | Fundamental |
| | 9012 | Investigate life and work related problems using data and probabilities | 5 | Fundamental |
| | 7456 | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues | 5 | Fundamental |



| Module | Unit Standard No | Unit Standard | Credits | F/C/E |
|-----------|------------------|--|---------|----------|
| | 259458 | Interpret classification systems in order to organise, retrieve and dispose of records | 8 | Elective |
| Marketing | 252213 | Carry out marketing administration within agreed parameters | 6 | Elective |
| | 242897 | Define supplier specifications | 5 | Elective |
| | 117834 | Conduct exhibition telemarketing | 2 | Elective |
| | 13948 | Negotiate an agreement or deal in an authentic work situation | 5 | Elective |

