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Learnership

Contact Centre and Business Process Outsourcing Support

Level 3   **SAQA ID – 93997**   **126 Credits**

Table of Contents

Qualification Information

National Certificate: Contact Centre and Business Process Outsourcing Support

Level 3   SAQA ID – 93997   126 Credits

Entry Requirements:

Learning Assumed to be in Place and Recognition of Prior Learning:

• Communication at NQF level 2

• Mathematical Literacy at NQF level 1

• Computer Literacy at NQF Level 3

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.

Objective:

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.

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.

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. 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.

Qualification Outcome

On achieving this Qualification, the learner will be able to:

• Provide effective customer service in a contact centre and/or Business Process
  Outsourcing centre

• Demonstrate knowledge of and use communication technology in a contact
  centre environment

• Capture data to track interactions

• Work effectively as a team member in a group to enhance team performance

Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed and may carry them over to other qualifications to which they are applicable. Learners may also retain the credits until a later stage should studies be recommended, provided the Unit Standards are still relevant to the qualification.

Responsibilities

Edge Training will provide:

• Full project management of learnership

• Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership

• Course material, pens, and workbooks

• Training, using a Qualified Facilitator

• Assessments and moderation

• Uploading of learners on learner registration database and learner achievements

• Certificates of completion and competence

• SETA certificate of competence

• Venue suitable for the number of delegates and required refreshments

• Email access for learners

• Workplace provision

Combined responsibilities of Edge Training and Client:

• Ensure successful completion of the learnerships

• Quarterly project steering committee meeting

Qualification Structure and Outlines

Skills Programme 1:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
Fundamental	119472	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	5
			Total Credits	9

Skills Programme 2:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
			Total Credits	15

Skills Programme 3:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	9010	Demonstrate the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
			Total Credits	16

Qualification Structure and Outlines

Skills Programme 4:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
			Total Credits	11

Skills Programme 5:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	377441	Communicate with customers in a Contact Centre and BPO	Level 3	10
Core	377401	Handle a range of customer complaints in a Contact Centre and BPO	Level 3	10
			Total Credits	20

Skills Programme 6:

US Type	NLRD	Unit Standard Type	Level	Credits
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures	Level 4	6
			Total Credits	23

Qualification Structure and Outlines

Skills Programme 7:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	110025	Process data using information technology	Level 4	5
Core	377460	Collect and record information queries and requests from customers	Level 3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8
			Total Credits	19

Skills programme 8:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	115772	Use time management techniques to manage time in a financial services environment	Level 2	2
Core	244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
			Total Credits	4

Skills Programme 9:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	Level 2	4
			Total Credits	9

Notional Hours Matrix:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	9	90	27	63	90
2	15	150	45	105	150
3	16	160	48	112	160
4	11	110	33	77	110
5	20	200	60	140	200
6	23	230	69	161	230
7	19	190	57	133	190
8	4	40	12	28	40
9	9	90	27	63	90
TOTALS	126	1260	378	882	1260

Get in Touch

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