



*Institute for Quality*

Education, Training and Development

Empowerment through Education



# NC: Contact Centre and Business Process Outsourcing Support

## Course Information

## **NATIONAL CERTIFICATE :CONTACT CENTRE AND BUSINESS OUTSOURCING SUPPORT**

**SAQA ID : 93997 LP 80566**

**NQF LEVEL: 3**

**CREDITS 124**

### **PURPOSE AND RATIONALE OF THE QUALIFICATION**

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.

The qualification is the first in a learning pathway for people working in the call centre and/or BPO environments.

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.

On achieving this qualification the learner will be competent in:

- Providing effective customer service in a contact centre and/or Business Process Outsourcing industry.
- Using communication technology in a contact centre.
- Capturing data to track interactions.
- Working effectively as a team member in a group.

### **COURSE EXPECTATION**

This is a learnership, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

**Training Provider**

**Workplace**

### **SELECTION OF WORKPLACE**

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations

# Training

## YOUR COURSE COMPRISES OF THE FOLLOWING:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

## ASSESSMENT

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment. Each module of your study will have an assessment of some form. The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

## DELIVERY MODALITY

The delivery modality is flexible and designed according to the needs of the client. The following are some of the options:

### Option 1

- Lessons are presented on a PC Tablet. These are recorded. All the learner guides and workbooks are on the PC Tablet.

### Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

### Option 3

- Face to face tuition according to a training plan.



Convenience ✓

Company inductions ✓

Better tracking ✓

Learner control ✓

Use of dead time ✓

Suits: learning styles ✓

Social learning ✓

Easy evidence ✓

Learner confidence ✓

**Institute for Quality**  
**Mobile Learning for the**  
**workplace. Are you ready?**



**CORE**

ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
14348	Process incoming and outgoing telephone calls	NQF Level 02	3
115772	Use time management techniques to manage time in a financial services environment	NQF Level 02	2
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	NQF Level 03	5
377460	Collect and record information queries and requests from customers	NQF Level 03	6
377441	Communicate with customers in a Contact Centre and BPO	NQF Level 03	10
377420	Demonstrate an understanding of Contact Centre and BPO working practices	NQF Level 03	4
377401	Handle a range of customer complaints in a Contact Centre and BPO	NQF Level 03	10
244589	Identify causes of stress and techniques to manage it in the workplace	NQF Level 03	2
377421	Manage in-bound and/or out-bound calls in a Contact Centre	NQF Level 03	8
110025	Process data using information technology	NQF Level 04	5
119472	Accommodate audience and context needs in oral/signed communication	NQF Level 03	5
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	NQF Level 03	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF Level 03	4
119457	Interpret and use information from texts	NQF Level 03	5
9012	Investigate life and work related problems using data and probabilities	NQF Level 03	5
119467	Use language and communication in occupational learning programmes	NQF Level 03	5
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF Level 03	5
119465	Write/present/sign texts for a range of communicative contexts	NQF Level 03	5

**FUNDAMENTAL**

259639	Explain basic health and safety principles in and around the workplace	NQF Level 02	4
113918	Explain the implications of the Financial Advisors and Intermediaries Services` Act, (FAIS) for employees in financial services organisations	NQF Level 02	2
9302	Access information in order to respond to client enquiries in a financial services environment	NQF Level 03	2
116606	Communicate orally with relevant stakeholders in the recovery of debt	NQF Level 04	6
116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	NQF Level 04	6
242584	Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector	NQF Level 04	2
13948	Negotiate an agreement or deal in an authentic work situation	NQF Level 04	5