



Contact Centre Manager

Course Information

2024 - 2025

Occupational Qualification: Contact Centre Manager

Qualification Information

Level	SAQA ID	Credits
NQF 5	99687	285

Entry Requirements:

- NQF Level 4 with Mathematical Literacy

Occupational Purpose

Contact Centre Managers manage and optimise quality contact centre operations and practices

Occupational Tasks:

- Manage and control the costs of a contact centre. (NQF Level 5)
- Manage and control the operational planning and achievement of operational targets. (NQF Level 5)
- Manage personnel employed in a contact centre. (NQF Level 5)
- Manage customer and supplier relations. (NQF Level 5)
- Manage and assure the achievement of contact centre quality standards. (NQF Level 5)
- Manage and control the efficiency of contact centre processes and technology. (NQF Level 5)

Assessments

- Formative assessment activities during the course of each module.
- Summative assessments at the end of each module
- An External Integrated Summative Assessment (EISA) at the end of the qualification.

NB: Access to the EISA is dependent on the successful of all qualification deliverables and formative and summative assessment at IQ.

Knowledge, Practical and Workplace Modules comprise the following competencies.

Knowledge Experience Module	Level	Credits
Introductory studies for Contact Centre Managers	4	4
Communication	4	4
Operational Supervision	4	4
Operational Management	5	4
People Management	5	6
Industrial Relations Management	5	8
Contact Centre Technology, Systems and Processes	5	10
Contact Centre Quality Management	5	10
Supplier management	6	10
Customer management	6	10
Financial management concepts	5	10

Practical Module	Level	Credits
Provide budgeting services	4	4
Read and interpret financial documents	5	8
Maintain productive and effective work teams	4	4
Develop operational plans and manage performance	5	8
Manage service level agreements	6	8
Supervise personee	4	6
Attend to personnel planning, management and control	5	8
Attend to industrial relations management and control	5	8
Attend to performance and training management	5	4
Administer supplier service level agreements	6	6
Attend to customer/client/supplier communication	6	8
Assure the output of the service delivery by agents	6	8
Evaluate MIS reports and ensure system efficiency	5	6
Manage a customer contact process	6	8
Manage process and technology improvement projects	5	4

Workplace Modules	Level	Credits
Attend to standard financial control procedures in a contact centre environment	6	10
Maintain productive and effective work teams for an operational unit in a contact centre	4	12
Attend to operational target-and standard-setting processes in a contact centre environment	5	13
Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory	4	8
Attend to personnel management processes in a contact centre environment within the delegated functions of line management	5	16
Attend to customer and supplier relations management processes in a contact centre environment	6	16
Assure quality standards in a contact centre environment	5	16
Attend to process and technology efficiency management processes in a contact centre environment	5	16

Knowledge Module 01

Contact centre careers and qualifications	4	10%
Contact Centre business environment	4	40%
Safety, Health and Environmental protection	4	10%
Business ethics	4	40%

Knowledge Module 02

Basic principles of communication	4	20%
Formal business communication	4	60%
Non-verbal communication	4	20%

Knowledge Module 03

Introduction to supervision	4	20%
Supervising teams	4	20%
Performance Management	4	20%
Industrial Relations	4	20%
Workplace health and safety legislation	4	10%
General rules and principles of safe work practices	4	10%
Quality assurance in the contact centre environment	4	20%

Knowledge Module 04

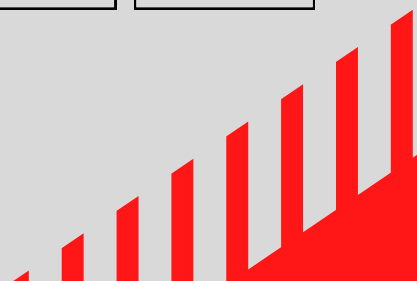
Introduction to management	4	20%
Operational planning	4	20%
Organising	4	20%
Leading	4	20%
Controlling	4	20%

Knowledge Module 05

Recruitment and selection	5	25%
Performance management	5	25%
Training management	5	25%
Facilitation, coaching and mentoring	5	25%

Knowledge Module 06

Overview of relevant legislation	5	15%
The employment relationship and contract of employment	5	10%
Conduct management	5	30%
Capacity management	5	20%
Conflict management	5	15%
Dispute Resolution	5	10%



Knowledge Module 07

Types of technology/systems and the application thereof	5	30%
Process flow and control	5	70%

Knowledge Module 08

SABS Standard (BPS&O standard) and Benchmarking	5	70%
ISO Customer Contact Centre ISO standard	5	30%

Knowledge Module 09

Supplier selection	6	50%
Service Level Agreements	6	50%

Knowledge Module 10

Customer process management	6	80%
Customer Service Level Agreements/Terms & Conditions	6	20%

Knowledge Module 11

Introduction to financial concepts	5	40%
Costs and management accounting	5	60%



Practical Module 01

Provide inputs into the budgeting process	4	Credits 4
Draw up an annual operational budget	4	

Practical Module 02

Monitor, control and report on expense against budgets	5	Credits 8
Read financial statements and explain variables	5	

Practical Module 03

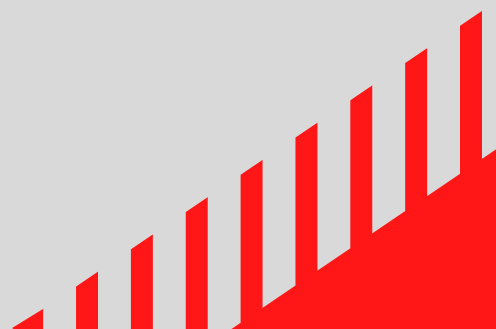
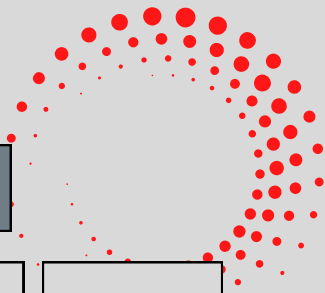
Set production targets for work team	4	Credits 4
Evaluate team outputs and quality standards	4	

Practical Module 04

Develop an annual operational plan	5	Credits 8
Monitor and report on performance levels	5	

Practical Module 05

Read and interpret a service level agreement	6	Credits 8
Define service delivery requirements	6	



Practical Module 06

Attend to first-line discipline	4	Credits 6
Conduct a performance evaluation interview	4	
Address performance related problems	4	
Resolve a workplace grievance	4	
Resolve workplace and customers' related conflict	4	
Administer employee records	4	
Coach employees	4	

Practical Module 07

Develop an organisational structure	5	Credits 8
Develop a workforce plan	5	
Draft a shift handover procedure	5	
Draft personnel cost control schedule	5	

Practical Module 08

Attend to shop floor discipline	5	Credits 8
Attend to grievances	5	
Attend to capacity related problems	5	
Resolve conflict	5	
Respond to and prepare for disputes	5	

Practical Module 09

Conduct a recruitment interview	5	Credits 4
Manage performance	5	
Coordinate and manage training	5	

Practical Module 10

Read and interpret supplier service level agreements	6	Credits 6
Identify business requirements for the supplier service level agreement	6	
Generate and present service level agreement reports	6	
Validate claims and resolution reports	6	

Practical Module 11

Conduct a consumer/client satisfaction survey	6	Credits 8
Chair meetings and deliver reports	6	
Manage stakeholder briefings and information sharing	6	
Manage compliments and complaints	6	

Practical Module 12

Calibrate calls	6	Credits 8
Output service delivery quality monitoring plan	6	
Conduct internal auditing procedures on output quality standards	6	
Prepare for external audits on output quality standards	6	
Develop and conduct output services benchmarking meetings and reports	6	

Practical Module 13

Access and evaluate standard MIS reports	5	Credits 6
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Practical Module 14

Establish a customer contact process	6	Credits 8
Manage the operational customer interaction systems	6	

Practical Module 15

Develop a project plan	5	Credits 4
Manage the operational customer interaction systems	5	
Perform a project close-out evaluation	5	

Workplace Modules

Assist and observe an experienced person attending to financial controls for a period of one week	6	Credits 10
Attend to financial control activities for a period of three weeks under the direct supervision of an experienced contact centre management staff member	6	

Workplace Modules

Assist and observe an experienced person directing work teams and supervising work activities for a period of two weeks	4	Credits 12
Attend to team leadership and supervision for a period of three weeks under the direct supervision of an experienced contact centre management staff member	4	

Practical Modules Breakdown

Workplace Modules Breakdown

Workplace Modules

Assist and observe an experienced person with the managing and controlling of target - and standard - setting procedures for a minimum period of one week	5	Credits 13
Attend to operational target - and standard - setting for a period of three weeks under the direct supervision of an experienced contact centre management staff member	5	

Workplace Modules

Assist and observe an experienced person attending to team leadership and first-line discipline for a period of one week	4	Credits 8
Attend to team leadership and first-line discipline under the direct supervision of an experienced contact centre management staff member for a period of two weeks	4	

Workplace Modules

Assist and observe an experienced line manager responsible for personnel management and control for a period of two weeks	5	Credits 16
Attend to personnel management and control procedures for a period of four weeks under the direct supervision of an experienced contact centre management staff member	5	

Workplace Modules

Assist with and observe customer and supplier relations management activities for a period of two weeks	6	Credits 16
Perform customer and supplier relations' management activities under the direct supervision of an experienced contact centre management staff member for a period of four weeks	6	

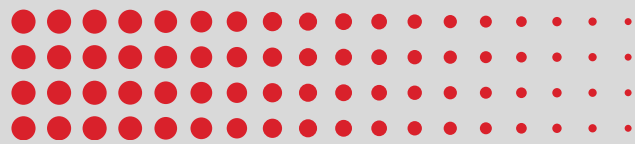
Workplace Modules

Assist with and observe the administration of supplier service level agreement and customer/client/supplier communication	5	Credits 16
Assist with and observe general interaction, reporting and communication	5	

Workplace Modules

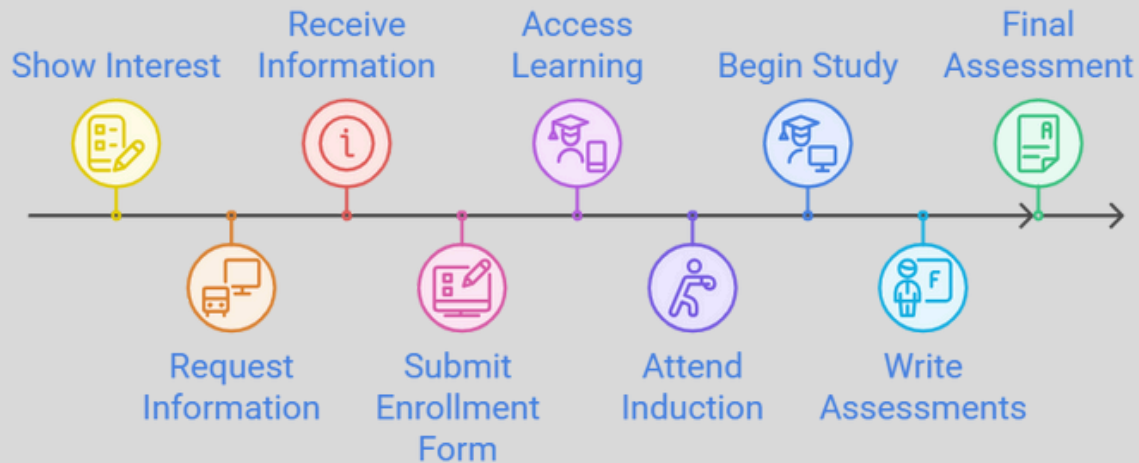
Assist with and observe process and technology efficiency management activities for a period of two weeks	5	Credits 16
Perform process and technology efficiency management activities under the direct supervision of an experienced contact centre management staff member for a period of four weeks	5	





Customer Journey

Enrollment and Completion Process for IQ Programmes



IQ Commitment

Our Commitment to Your Success: Responsibilities to Our Learners from Enrolment

- Seamless Onboarding & Personalised Support
- Flexible, Engaging Learning
- Continuous Communication & Unrivalled Support
- Tailored Learning Paths & Career Development
- Recognition of Prior Learning
- Innovative Assessments & Real-World Learning
- Lifelong Learning & Alumni Support

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