

NQF 4: CONTACT CENTRE

SAQA Registered Qualification ID 71489

Further Education & Training Certificate: Generic Management: Contact Centre Operations

Detailed fact sheet available
on request

LEARNERSHIP



Overview

Optimum has focused this programme on inbound contact centres and the essential professional skills required to delight customers, foster long term relationships and contribute to the growth of the business.

The structure of the programme ensures that learners are exposed to a broad understanding of Contact Centre operations and supervision, while the elective unit standard ensures that the learners fully explore quality in a Contact Centre.

Participant Profile

Employees in inbound contact centres who interact, negotiate and problem solve with customers and stakeholders.

Duration

Learners spend a total of 34 days in the classroom over a period of 12 months.

Modules

1. Calculations at Work
2. Communications at Work
3. Customers and sales
4. Contact Centre metrics
5. Managing performance
6. Quality in a contact centre

Learning & Assessment

Learners complete a number of practical assignments where they implement the knowledge and techniques covered in the programme. The assignments are designed to facilitate constructive and productive interaction with the entire value chain in the interests of great customer service.



CONTACT US:
Email: info@optimumlearn.com

Cape Town: 021 9142127
Durban: 031 2650248
Johannesburg: 011 6786199