Course Title: Call-Centre course

No	Course Name	US type	Unit standards ID	US Title	NQF	Credits
1	**Contact Centre support** {Call-Centre course}	Core	13872	Instil in myself a personal Contact Centre culture	4	4
		Core	10350	Collect and record information queries and requests from customers	2	8
		Core	13873	Handle a range of customer complaints in Contact Centres	4	4
		Elective	13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	3	16
		Core	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
					Total	**44**

PURPOSE OF THE UNIT STANDARDS

Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres are a new industry - there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

WHO SHOULD ATTEND THIS TRAINING

Any individual who are or wish to be involved in the Contact Centre industry. Sales Managers, Contact Centre Managers, Sales Representatives, National Account Managers, Key Account Managers, Channel Managers, Contact Centre/Call Centre Supervisors, General Managers, Administration Staff, Category Managers, Telesales Clerks, Sales Directors, Client Services Clerks, Quality Assurance Staff, Contact Centre/Call Centre Agents, IT Staff

WHAT YOU SHOULD BE ABLE TO DO AT COMPLETION

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centres.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational activities in a Contact Centre.

WHAT YOU CAN BECOME AT COMPLETION

- Contact Centre Agent/Consultant
- Contact Centre Supervisor
- Contact Centre Coach
- Customer Service Representatives
- Customer Care Consultants
- Direct Selling
- Sales
- Tele Marketing
- Data Capturing
- Administration Clerks
- Receptionists
- Switchboard Operators

DURATION OF COURSE: 2 months {440 notional hours}

After one day contact session learner will be expected to complete work on their own and Submit POE's within the notional hours requirement {2 months}, Learner is expected to attend another 1 day contact session to write their Summative assessment {exams} at the end of the course.

PRE- QUALIFICATION: Grade.10 or an equivalent

Cost per delegate: *Refer to price list*

Refer to timetable for roll-out dates. Course can be rolled out at the delegates' premises in event of more than 7 delegates comes from same place/ company.

SERVICE-SETA

Accreditation no. 6496