

**NATIONAL CERTIFICATE: CONTACT CENTRE SUPPORT
CALL CENTRE COURSE**
SAQA ID: 71490 - NQF.L2- 128 CREDITS

A call centre agent is a person who handles incoming and outgoing call in a call-centre environment, responds to customers' queries and complains; as well provide a support system to ensure smooth customer relations and Services.

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.

All Contact Centres are currently recruiting, training and performance managing agents. Currently Call Centres sit inside of existing organisations within larger Industries, i.e. Banking, Insurance, PAY-TV.

CAREER OPPORTUNITIES

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

DURATION OF TRAINING

Full qualification- 12 months

Module / unit standard – 10 notional hour per credit

This course can be tailor-made to suit individual/ company's skills need

PRE- QUALIFICATION/ Entry requirement:

Grade.10 or equivalent

Subjects / Unit standards integration

- 1) Contact centre orientation
- 2) Customer services
- 3) Problem Solving
- 4) Business writing and communication

- 5) Contact centre operation
- 6) Telesales/ Marketing
- 7) Customer data handling

Cost per delegate: *Refer to price list / courses are on part time / fulltime*



Services sector education and training authority