

QCTO:

Course Name: Occupational Certificate: Contact Centre Manager

SAQA ID: 99687

NQF: 5

Credits: 285

Duration: 24 Months

Course Outline:

Knowledge Module	Explanation	Credits	NQF
<i>Introductory studies for Contact Centre Managers</i>	This module introduces the contact centre environment, outlining the role, responsibilities, and core functions of a Contact Centre Manager.	4	4
<i>Communication</i>	This module develops advanced communication skills required to manage teams, handle customers, and engage stakeholders effectively.	4	4
<i>Operational Supervision</i>	This module focuses on supervising daily contact centre operations to ensure productivity and service standards are met.	4	4
<i>Operational Management</i>	This module covers planning, organizing, and managing contact centre operations to achieve strategic and operational goals.	4	5
<i>People Management</i>	This module equips learners with skills to manage performance, motivate staff, and build high-performing teams.	6	5
<i>Industrial Relations Management</i>	This module provides knowledge of labor legislation, disciplinary procedures, and managing workplace relations effectively.	8	5
<i>Contact Centre Technology</i>	This module introduces contact centre systems and technologies used to manage customer interactions and operational efficiency.	10	5
<i>Contact Centre Quality Management</i>	This module focuses on monitoring, evaluating, and improving service quality within the contact centre.	10	5
<i>Supplier management</i>	This module develops skills to manage supplier relationships, contracts, and service delivery standards.	10	6
<i>Customer management</i>	This module covers strategies for managing customer relationships, service delivery, and customer satisfaction.	10	6

<i>Financial management concepts</i>	This module introduces budgeting, cost control, and financial principles relevant to contact centre operations.	10	5
Practical Module	Explanation	Credits	NQF
<i>Provide budgeting services</i>	This module develops the practical skills to prepare and manage budgets within the contact centre environment.	4	4
<i>Read and interpret financial documents</i>	This module equips learners with the ability to analyse and interpret financial reports to support decision-making.	5	8
<i>Maintain productive and effective work teams</i>	This module focuses on building, supporting, and maintaining high-performing teams.	4	4
<i>Develop operational plans and manage performance levels</i>	This module teaches how to create operational plans and monitor team performance against targets	5	8
<i>Manage service level agreements</i>	This module develops the skills to manage and monitor service level agreements to ensure compliance and performance standards.	6	8
<i>Supervise personnel</i>	This module provides practical skills to oversee staff performance, attendance, and daily activities.	4	6
<i>Attend to personnel planning, management and control</i>	This module focuses on workforce planning, allocation of resources, and managing staff capacity.	5	8
<i>Attend to industrial relations management and control</i>	This module equips learners with the practical ability to manage disciplinary processes and labour-related matters.	5	8
<i>Attend to performance and training management and control</i>	This module develops skills to monitor staff performance and coordinate training and development initiatives.	5	4
<i>Administer supplier service level agreements</i>	This module focuses on managing supplier contracts and ensuring agreed service standards are met.	6	6
<i>Attend to customer/client/supplier communication</i>	This module develops advanced communication skills to manage stakeholder interactions professionally.	6	8
<i>Assure the output of the service delivery by agents</i>	This module teaches how to monitor and improve agent productivity and service delivery standards.	6	8
<i>Evaluate MIS reports and ensure system efficiency</i>	This module equips learners with the ability to analyse management information reports and improve system performance.	5	6

<i>Manage a customer contact process</i>	This module focuses on overseeing and improving the overall customer contact process.	6	8
<i>Manage process and technology improvement projects</i>	This module develops skills to plan and implement operational and technology improvement initiatives.	5	4
Work Experience Module	Explanation	Credits	NQF
<i>Attend to standard financial control procedures in a contact centre environment</i>	This module develops the ability to implement and monitor financial control procedures to ensure compliance and cost efficiency.	10	6
<i>Maintain productive and effective work teams for an operational unit in a contact centre</i>	This module focuses on building and sustaining high-performing teams to achieve operational targets.	12	4
<i>Attend to operational target-and standard-setting processes in a contact centre environment</i>	This module teaches how to set performance targets and service standards aligned to organisational objectives.	13	5
<i>Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level</i>	This module develops supervisory leadership skills, including managing performance and handling basic disciplinary matters.	8	4
<i>Attend to personnel management processes in a contact centre environment within the delegated functions of line management</i>	This module equips learners to manage recruitment, performance, and staff development within their scope of authority.	16	5
<i>Attend to customer and supplier relations management processes in a contact centre environment</i>	This module focuses on managing relationships with customers and suppliers to ensure service excellence and compliance with agreements.	16	6
<i>Assure quality standards in a contact centre environment</i>	This module develops the ability to monitor, evaluate, and improve service quality and operational standards.	16	5

<i>Attend to process and technology efficiency management processes in a contact centre environment</i>	This module teaches how to evaluate and improve operational processes and technology systems to enhance efficiency.	16	5
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