

## FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT - LEVEL 2 - 71490

### Introduction

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

This qualification is intended to enhance the provision of entry level service within the Contact Centre Industry.

### Career Opportunities

This qualification lays the foundation for the a career in Contact centre industry as call centre agents, call centre supervisors; telesales agents; client services desk and quality assurance staff. It is specifically aimed at equipping learners to meet standards of service excellence required within the contact centre environment, through building day-to-day customer service skills as well as general operational competencies.

### Programme Outcomes

- 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

### Methodology

- Duration: Minimum 1280 hours
- Qualification: Minimum 128 credits
- NQF Level: 2
- Credits: 128
- Assessment and Registration: On-site assessment of 2 hours per candidate

### Target Group

- Contact Centre Agents
- Individuals
- Telephone Operators

### Benefits

- Qualified Contact Centre agents



### Module 1 Communication Skills

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
119463	Access and use information from texts	2	5
119454	Maintain and adapt oral signed communication	2	5
119456	Write/ present for a defined context	2	5
8967	Use language and communication in occupational learning programmes	2	5
119463	Access and use information from texts	2	5
119454	Maintain and adapt oral signed communication	2	5
<b>TOTAL</b>			<b>30</b>

### Module 2 Numerical Skills

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	2	3
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
9007	Work with a range of patterns and functions and solve problems	2	5
<b>TOTAL</b>			<b>16</b>

### Module 3 Contact Centre Culture

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
13872	Instill in myself a personal Contact Centre culture	4	5
10358	Apply in-bound Contact Centre Operations within a commercial environment	3	8
13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8
<b>TOTAL</b>			<b>21</b>

### Module 4 Identifying Customer Needs

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
10348	Identify and respond to customer needs in a Contact Centre	4	12
113885	Provide information to customers in a Contact Centre	4	12
<b>TOTAL</b>			<b>24</b>

### Module 5 Data Gathering

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
10350	Collect and record information queries and requests from customers	8	8
10349	Input data received onto appropriate computer packages within a Contact Centre	12	12
<b>TOTAL</b>			<b>20</b>

### Module 6 Working in a Team

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
10354	Contribute to a diverse working environment in a Contact Centre	2	8
13874	Work as a member of a Contact Centre Team	4	5
<b>TOTAL</b>			<b>13</b>

### Module 7 Meet Performance Standards

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
10353	Meet performance standards within a Contact Centre	2	6
<b>TOTAL</b>			<b>6</b>

### Module 8 Problem Solving

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
13873	Handle a range of customer complaints in Contact Centres	4	5
13886	Gather and provide relevant information to contribute to contact centre problem solving	3	4
<b>TOTAL</b>			<b>9</b>

