OCCUPATIONAL CERTIFICATE

Contact Centre Manager

SAQA ID	NQF LEVEL	CREDITS	DURATION	QUALITY PARTNER
99687	5	285	24 Months	SERVICES SETA

OVERVIEW

The Occupational Certificate: Contact Centre Manager prepares learners to manage and optimise quality contact centre operations, personnel, costs, quality standards, and technology systems. It is designed for current contact centre operators and operational staff progressing into management roles, as well as new entrants seeking employment in inbound, outbound, or outsourced contact centre environments.

WHAT YOU WILL BE ABLE TO DO

Manage and control costs of a contact centre. Manage and control operational planning and the achievement of operational targets. Manage personnel employed in a contact centre. Manage customer and supplier relations. Manage and assure the achievement of contact centre quality standards. Manage and control the efficiency of contact centre processes and technology.

MODULES

Knowledge Modules (80 Credits) 143905000-KM-01: Introductory studies for Contact Centre Managers, Level 4, 4 Credits 143905000-KM-02: Communication, Level 4, 4 Credits 143905000-KM-03: Operational Supervision, Level 4, 4 Credits 143905000-KM-04: Operational Management, Level 5, 4 Credits 143905000-KM-05: People Management, Level 5, 6 Credits 143905000-KM-06: Industrial Relations Management, Level 5, 8 Credits 143905000-KM-07: Contact Centre Technology,Systems and Processes, Level 5, 10 Credits 143905000-KM-08: Contact Centre Quality Management, Level 5, 10 Credits 143905000-KM-09: Supplier management, Level 6, 10 Credits 143905000-KM-10: Customer management, Level 6, 10 Credits 143905000-KM-11: Financial management concepts, Level 5, 10 Credits

Practical Skill Modules (98 Credits) 143905000-PM-01: Provide budgeting services, Level 4, 4 Credits 143905000-PM-02: Read and interpret financial documents, Level 5, 8 Credits 143905000-PM-03: Maintain productive and effective work teams, Level 4, 4 Credits 143905000-PM-04: Develop operational plans and manage performance levels, Level 5, 8 Credits 143905000-PM-05: Manage service level agreements, Level 6, 8 Credits 143905000-PM-06: Supervise personnel, Level 4, 6 Credits 143905000-PM-07: Attend to personnel planning, management and control, Level 5, 8 Credits 143905000-PM-08: Attend to industrial relations management and control, Level 5, 8 Credits 143905000-PM-09: Attend to performance and training management and control, Level 5, 4 Credits 143905000-PM-10: Administer supplier service level agreements, Level 6, 6 Credits 143905000-PM-11: Attend to customer/client/supplier communication, Level

6, 8 Credits 143905000-PM-12: Assure the output of the service delivery by agents, Level 6, 8 Credits 143905000-PM-13: Evaluate MIS reports and ensure system efficiency, Level 5, 6 Credits 143905000-PM-14: Manage a customer contact process, Level 6, 8 Credits 143905000-PM-15: Manage process and technology improvement projects, Level 5, 4 Credits

Work Experience Modules (107 Credits) 143905000-WM-01: Attend to standard financial control procedures in a contact centre environment, Level 6, 10 Credits 143905000-WM-02: Maintain productive and effective work teams for an operational unit in a contact centre, Level 4, 12 Credits 143905000-WM-03: Attend to operational target-and standard-setting processes in a contact centre environment, Level 5, 13 Credits 143905000-WM-04: Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level, Level 4, 8 Credits 143905000-WM-05: Attend to personnel management processes in a contact centre environment within the delegated functions of line management, Level 5, 16 Credits 143905000-WM-06: Attend to customer and supplier relations management processes in a contact centre environment, Level 6, 16 Credits 143905000-WM-07: Assure quality standards in a contact centre environment, Level 5, 16 Credits 143905000-WM-08: Attend to process and technology efficiency management processes in a contact centre environment, Level 5, 16 Credits

CAREER OPPORTUNITIES

Contact Centre Manager (Inbound, Outbound, or Outsourced Contact Centres / BPO Operations) Contact Centre Operations / Team Manager

ENTRY REQUIREMENTS

NQF Level 4 qualification with Mathematics.

ASSESSMENT

The assessment strategy comprises two stages:

Integrated Formative Assessment:Conducted internally by the skills development provider using curriculum-stipulated internal assessment criteria and weightings to grant entrance into the external assessment. External Integrated Summative Assessment (EISA):Conducted through the QCTO Assessment Quality Partner (Services SETA) via a knowledge assessment (allowing for verbal assessments) and observation of practical tasks at a registered assessment site, focusing on the Exit Level Outcomes and Associated Assessment Criteria.

ACCREDITATION

Type	Accreditation number	Valid until
QCTO SDP	01-QCTO/SDP010524085442	28 Apr 2029
Assessment centre	05-QCTO/AC-TTC020426114534	31 Mar 2031
QCTO SDP	05-QCTO/SDP010524085105	28 Apr 2029

Assessment centre	07-QCTO/AC-TTC020426113618	31 Mar 2031
QCTO SDP	07-QCTO/SDP010524103348	28 Apr 2029
QCTO SDP	07-QCTO/SDP151025043241	31 Dec 2026
QCTO SDP	09-QCTO/SDP070125105045	05 Jan 2030

Verify any accreditation and download letters at www.gcc-sd.com/accreditations

Run this qualification as a learnership

Request a proposal: www.gcc-sd.com/request-a-proposal?qualification=contact-centre-manager-99687