**National Certificate: Contact Centre Support (SAQA ID 71490)**

**NQF Level 2 – 128 Credits**

|  |  |  |
| --- | --- | --- |
| **Fundamental** | **Core** | **Electives** |
| * Access and use information from texts

Credits: 5* Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems

Credits: 3* Demonstrate understanding of rational and irrational numbers and number systems

Credits: 3* Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts

Credits: 3* Maintain and adapt oral/signed communication

Credits: 5* Use language and communication in occupational learning programmes

Credits: 5* Use mathematics to investigate and monitor the financial aspects of personal and community life

Credits: 2* Work with a range of patterns and functions and solve problems

Credits: 5* Write/present for a defined context

Credits: 5 | * Collect and record information queries and requests from customers

Credits: 8* Contribute to a diverse working environment in a Contact Centre

Credits: 8* Identify and respond to customer needs in a Contact Centre

Credits: 12* Input data received onto appropriate computer packages within a Contact Centre

Credits: 12* Meet performance standards within a Contact Centre

Credits: 6* Provide information to customers in a Contact Centre

Credits: 12* Gather and provide relevant information to contribute to contact centre problem solving

Credits: 5* Investigate and explain the structure of a selected workplace or organisation

Credits: 10* Handle a range of customer complaints in Contact Centres

Credits: 4* Instil in myself a personal Contact Centre culture

Credits: 4* Work as a member of a Contact Centre Team

Credits: 5 | * Apply in-bound Contact Centre Operations within a commercial environment

Credits: 8* Apply in-bound and out-bound Contact Centre operations within an emergency context

Credits: 16* Apply out-bound Contact Centre Operations within a commercial environment

Credits: 8 |