**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 |