



# BCONSULT

Further Education Training Certificate

**CONTACT CENTER AND BUSINESS PROCESS OUTSOURCING  
SUPPORT**

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NQF Level 3 | SAQA ID 93997 | 124 Points | 12 Months

Further Education Training Certificate:

## Contact Center and Business Process Outsourcing Support – NQF Level 3

SAQA ID: 93997 | Credits: 124 | Duration: 12-month | QCTO Learnership

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### 1. Course Overview

The National Certificate: Contact Centre and Business Process Outsourcing (BPO) Support is designed for individuals currently employed or aspiring to work as contact centre or BPO agents. This qualification introduces learners to the operational dynamics of contact centres and BPO environments, emphasizing customer service excellence and the use of modern communication technologies.

Learners will gain competence in managing inbound and outbound interactions across multiple communication channels such as telephone, email, internet, SMS, and web chat. The qualification also provides foundational skills in back-office administration and data management, enabling learners to effectively contribute to customer satisfaction and organisational success.

As the first qualification in a progressive learning pathway, this course equips learners to build a sustainable career in the rapidly evolving contact centre and BPO industry across sectors including marketing, telecommunications, financial services, tourism, retail, and credit control.

### 2. Learning Outcomes

On completion of this programme, learners will be able to:

- Provide effective customer service in contact centre and/or business process outsourcing environments.
- Demonstrate knowledge of and proficiency in using communication technologies relevant to contact centres.
- Capture, record, and manage data accurately to track customer interactions and ensure service quality.
- Operate effectively as part of a team to enhance performance and meet organisational objectives.

In addition, learners will develop critical cross-field competencies such as problem solving, teamwork, self-management, effective communication, and the ability to evaluate and apply information in professional contexts.

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### 3. A Qualified Learner Will Be Able To:

- Apply effective communication and customer service techniques in handling diverse customer interactions, including objections and complaints.
- Use contact centre technologies in compliance with organisational procedures and industry standards.
- Collect, analyse, and manage customer information in line with Service Level Agreements (SLAs).
- Contribute positively to team objectives, demonstrating accountability, professionalism, and conflict resolution skills.
- Promote the organisation's image through consistent and customer-focused service delivery.

### Entry Requirements

Learners are assumed to be competent in the following:

- Communication at NQF Level 2
- Mathematical Literacy at NQF Level 2
- Computer Literacy at NQF Level 3

Competence in a second South African language is advantageous.

This qualification is open to all learners meeting the assumed competencies. Access may also be granted through **Recognition of Prior Learning (RPL)**, subject to quality assurance and assessment by an accredited ETQA or workplace assessor.

### 4. International Comparability

This qualification compares favourably with equivalent programmes offered in key global markets renowned for their contact centre and BPO expertise, including the Philippines, United States of America, United Kingdom, Australia, New Zealand, Canada, and India.

Institutions such as the Call Center Academy (Philippines), The Call Center School (USA), BPO Training Academy (Philippines), and Edexcel (UK) offer similar content covering communication, customer service, telemarketing, technology use, and workplace professionalism.

The South African qualification aligns well in both scope and competency standards, offering a comprehensive balance between theory and practical application. It is recognised as comparable to or exceeding international best practice in content and learning outcomes, providing a benchmark for contact centre and BPO qualifications within the SADC region.

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### 5. Occupational Trainer – NQF Level 3 Certification

This qualification is pegged at NQF Level 3 on the Occupational Qualifications Sub-Framework (OQSF).

It serves as a foundational certification within the occupational pathway for the Occupational Certificate: Contact Centre and BPO Support Agent, leading towards advanced specialisations such as Contact Centre Operations Management or Customer Service Supervision.

Trainers and assessors delivering this qualification should hold an Occupational Trainer qualification or equivalent certification at NQF Level 4 or higher.

### 6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Contact Centre Agent / Operator
- Customer Service Representative
- Business Process Outsourcing Agent
- Call Centre Administrator
- Client Support Consultant
- Data Capture Clerk
- Sales or Telemarketing Representative

This qualification also provides a foundation for progression into supervisory, quality assurance, or training roles within the industry.

### 7. Learning Options

This qualification may be achieved through any of the following learning options:

- **Full-Time Learning:** Structured classroom-based or blended delivery by an accredited training provider.
- **Part-Time Learning:** Modular or weekend classes for employed learners.
- **Workplace-Based Learning:** Practical training and assessment in an operational contact centre environment.
- **Recognition of Prior Learning (RPL):** For experienced practitioners seeking formal recognition of skills and knowledge already acquired.

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