



BCONSULT

Occupational Certificate

CONTACT CENTER MANAGER

NQF Level 5 | SAQA ID 99687 | 285 Points | 12 Months

Contact Center Manager – NQF Level 5

SAQA ID: 99687 | Credits: 285 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Occupational Certificate: Contact Centre Manager is an NQF Level 5 qualification registered on the Occupational Qualifications Sub-Framework (OQSF). It equips learners with the knowledge, skills, and work experience required to manage and optimise the operations of a contact center.

The qualification has been developed in collaboration with the Contact Centre Management Group (CCMG) to ensure it meets industry standards and aligns with the South African Bureau of Standards (SABS) framework for Business Process Services and Outsourcing/Offshoring Operations. Learners will gain practical expertise in financial management, operational planning, quality assurance, people management, customer and supplier relations, and the effective use of technology within a contact center environment.

2. Learning Outcomes

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

- Manage and control contact centre costs and budgets.
- Plan, organise, and monitor operational targets.
- Lead, supervise, and develop personnel in a contact centre environment.
- Manage customer and supplier relations in line with service level agreements (SLAs).
- Implement and maintain quality standards to ensure service excellence.
- Manage and optimise contact centre processes, systems, and technology.

KNOWLEDGE MODULES

Curriculum Code	Knowledge Module	NQF Level	Credits
143905000-KM-01	Introductory studies for Contact Centre Managers	4	4
143905000-KM-02	Communication	4	4
143905000-KM-03	Operational Supervision	4	4
143905000-KM-04	Operational Management	5	4
143905000-KM-05	People Management	5	6
143905000-KM-06	Industrial Relations Management	5	8

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143905000-KM-07	Contact Centre Technology, Systems and processes	5	10
143905000-KM-08	Contact Centre Quality Management	5	10
143905000-KM-09	Supplier management	6	10
143905000-KM-10	Customer management	6	10
143905000-KM-11	Financial management concepts	5	10

PRACTICAL SKILLS MODULES

Curriculum Code	Practical Skills Module	NQF Level	Credits
143905000-PM-01	Provide budgeting services	4	4
143905000-PM-02	Read and interpret financial documents	5	8
143905000-PM-03	Maintain productive and effective work teams	4	4
143905000-PM-04	Develop operational plans and manage performance	5	8
143905000-PM-05	Manage service level agreements	6	8
143905000-PM-06	Supervise personnel	4	6
143905000-PM-07	Attend to personnel planning, management and control	5	8
143905000-PM-08	Attend to industrial relations management and control	5	8
143905000-PM-09	Attend and performance and training management and control	5	4
143905000-PM-10	Administer supplier service level agreements	6	6
143905000-PM-11	Attend to customer/ clients/ supplier communication	6	8
143905000-PM-12	Assure the output of the service delivery by agents	6	8
143905000-PM-13	Evaluate MIS reports and ensure system efficiency	5	6
143905000-PM-14	Manage a customer contact process	6	8
143905000-PM-15	Manage process and technology improvement projects	5	4

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WORKPLACE MODULES

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

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

- Develop and control budgets and financial systems for contact centre operations.
- Align operational plans with business objectives and SLAs.
- Lead teams, recruit staff, and implement workforce planning and performance management.
- Apply industrial relations practices and ensure fair workplace discipline.
- Manage supplier and customer relationships, including contract compliance and complaints resolution.
- Implement and monitor quality management systems in line with SABS standards.
- Analyse and improve processes, systems, and technology for optimal efficiency and customer satisfaction.

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Entry Requirements

- A National Senior Certificate or equivalent qualification at NQF Level 4 with Mathematics.
- Recognition of Prior Learning (RPL) is available for candidates who demonstrate competence through workplace experience or prior study.

4. International Comparability

This qualification is aligned with global best practice in contact centre management and compares favourably with:

- **United Kingdom:** NVQ Diploma in Contact Centre Operations (600/1638/3).
- **New Zealand:** Diploma in Contact Centre Management (NZQF 0974).
- **Australia:** Diploma of Customer Contact (BSB 50307).

It incorporates similar competencies in operational management, customer service delivery, financial and resource planning, technology utilisation, and quality assurance, ensuring that South African learners meet international standards.

5. Occupational Trainer – NQF Level 5 Certification

Successful completion leads to the **Occupational Certificate: Contact Centre Manager (NQF Level 5)**, registered with the Quality Council for Trades and Occupations (QCTO).

6. Potential Career Opportunities

Graduates of this qualification may pursue career opportunities such as:

- **Contact Centre Manager** (Inbound or Outbound)
- **Business Process Outsourcing (BPO) Manager**
- **Customer Service Manager**
- **Operations Manager in Contact Centre Environments**
- **Quality and Compliance Manager for Contact Centres**

Learners may also progress to higher-level qualifications in business, operations, or customer management.

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7. Learning Options

This programme is offered through:

- **Classroom-based training** at accredited skills development providers.
- **Blended learning**, combining online and face-to-face instruction.
- **Workplace-based learning** in accredited contact centre environments, allowing learners to integrate theoretical knowledge with practical application.

Assessment includes formative tasks, workplace activities, and an external integrated summative assessment conducted by a QCTO-registered assessment centre.

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