



BCONSULT

National Certificate

CONTACT CENTER SUPPORT

NQF Level 2 | SAQA ID 73269 | 128 Points | 24 Months

Contact Center Support – NQF Level 2

SAQA ID: 73269 | Credits: 128 | Duration: 24 Months | Skills Programmes

1. Course Overview

The National Certificate: Contact Centre Support is an entry-level qualification designed for individuals who are currently employed in, or who wish to enter, the Contact Centre industry.

Contact Centres are important business tools that enable organisations to communicate with customers, provide support, gather information, generate sales and achieve operational objectives. This qualification provides learners with the foundational knowledge, practical skills, values and workplace attitudes required to deliver effective entry-level services within a Contact Centre environment.

The programme supports both new entrants and individuals who have worked in Contact Centres without obtaining a formal qualification. It provides a nationally recognised learning pathway that can contribute towards further development and career progression within Contact Centre operations and management.

The programme provides a broad understanding of Contact Centre support operations while allowing learners to develop relevant competencies for commercial or emergency Contact Centre environments. It also promotes lifelong learning, workplace productivity and progression into higher-level Contact Centre roles.

2. Learning Outcomes

During the programme, learners will develop the knowledge and skills required to:

Understand the role and purpose of Contact Centres within different organisations and industries.

Identify customers and determine their service needs.

Communicate clearly and professionally with customers.

Provide customers with factual and accurate information.

Gather, capture and process Contact Centre-related information.

Work effectively as part of a diverse workplace team.

Meet required workplace performance standards.

Contact Center Support – NQF Level 2

SAQA ID: 73269 | Credits: 128 | Duration: 24 Months | Skills Programmes

Perform operational activities within a Contact Centre environment.

Apply appropriate customer service procedures and communication practices.

Take responsibility for personal development and workplace performance.

3. A Qualified Learner Will Be Able To:

On successful completion of the qualification, a learner will be able to:

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centre operations.
- Operate effectively as a team member in a diverse working environment.
- Perform according to required organisational standards and performance requirements.
- Implement and communicate operational activities within a Contact Centre.

The qualified learner will also be expected to demonstrate competence in:

- Identifying and responding to customer needs and requirements.
- Applying Contact Centre data-gathering processes and procedures.
- Understanding team responsibilities and the importance of self-development.
- Meeting required performance levels.
- Implementing appropriate Contact Centre operational activities.

Entry Requirements

It is recommended that learners entering this qualification have the following knowledge and competencies:

Numeracy at NQF Level 1 or an equivalent level.

English verbal and written communication skills at NQF Level 1 or an equivalent level.

Verbal and written communication skills in a second language at NQF Level 1 or an equivalent level.

Computer operating skills at NQF Level 2 or an equivalent level.

National Certificate:

Contact Center Support – NQF Level 2

SAQA ID: 73269 | **Credits:** 128 | **Duration:** 24 Months | Skills Programmes

The qualification is suitable for:

Individuals who wish to enter the Contact Centre industry.

Existing Contact Centre employees who do not have a formal qualification.

Individuals who wish to improve their customer service, communication and operational skills.

Learners seeking a nationally recognised entry-level qualification.

Individuals who wish to progress into Contact Centre supervision, coaching or management.

Recognition of Prior Learning may be available to learners who can demonstrate the relevant knowledge, skills, values and workplace competencies required by the qualification.

4. International Comparability

The qualification was benchmarked against relevant international qualifications and learning outcomes.

International comparisons included:

Relevant qualifications and learning outcomes from New Zealand.

Relevant Australian qualifications.

National Vocational Qualifications from Britain.

The comparison process was intended to ensure that the competencies contained in the qualification were aligned with recognised international Contact Centre and customer service practices.

5. National Certificate: Contact Centre Support – NQF Level 2

This 128-credit qualification provides the foundational certification required for entry-level employment and further development within the Contact Centre industry.

It establishes the basic communication, customer service, data-processing, teamwork and operational competencies required by Contact Centre support employees.

The qualification may provide a foundation for progression into further learning in areas such as:

Contact Centre operations

Contact Centre supervision

Contact Centre coaching

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008
Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

www.bconsult.co.za

National Certificate:

Contact Center Support – NQF Level 2

SAQA ID: 73269 | **Credits:** 128 | **Duration:** 24 Months | Skills Programmes

Contact Centre management

Customer service

Sales and telesales

Business administration

Quality assurance

6. Potential Career Opportunities

Successful learners may pursue entry-level or developmental opportunities such as:

- Contact Centre Agent
- Call Centre Agent
- Contact Centre Consultant
- Customer Service Representative
- Customer Care Consultant
- Client Services Clerk
- Telesales Clerk
- Telemarketing Representative
- Sales Representative
- Direct Sales Representative
- Data Capturer
- Administration Clerk
- Receptionist
- Switchboard Operator
- Quality Assurance Assistant
- Contact Centre Coach
- Contact Centre Supervisor
- Call Centre Supervisor

With further learning and workplace experience, learners may progress towards roles such as:

- Contact Centre Manager
- Sales Manager
- Key Account Manager
- National Account Manager
- Channel Manager
- Category Manager

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008
Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

www.bconsult.co.za

National Certificate:

Contact Center Support – NQF Level 2

SAQA ID: 73269 | Credits: 128 | Duration: 24 Months | Skills Programmes

-
- Sales Director
 - General Manager
 - Quality Assurance Officer

Career opportunities may be available in industries such as banking, insurance, retail, wholesale, telecommunications, motor services, information technology, emergency services and fast-moving consumer goods.

7. Learning Options

The flexible structure of the qualification allows it to accommodate learners in both formal education and workplace environments.

Available learning pathways may include:

Learners may complete the qualification through an accredited education and training provider. Learning may include facilitated training, practical activities, workplace simulations, assignments and assessments.

Contact Details

Email

sales@bconsult.co.za
info@bconsult.co.za

Phone

+27 31 536 8167
+27 87 222 7137
+27 31 536 8467

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008
Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

www.bconsult.co.za