



BCONSULT

Occupational Certificate

CUSTOMER MANAGEMENT

NQF Level 5 | SAQA ID 59201/96099 | 162 Points | 12 Months

Customer Management – NQF Level 5

SAQA ID: 59201 | Credits: 162 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate in Customer Management (NQF Level 5) is a comprehensive qualification designed to develop essential management and leadership competencies for professionals managing teams of first-line managers and team leaders. It provides a structured pathway for learners to strengthen their ability to lead, organise, and control within dynamic organisational environments.

2. Learning Outcomes

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

- Develop, implement, and evaluate operational strategies, projects, and action plans.
- Recommend and manage change processes within teams and business units.
- Monitor and measure performance, applying continuous improvement interventions.
- Lead teams of first-line managers by fostering collaboration, talent utilisation, and performance excellence.
- Apply sound decision-making, risk management, and financial management practices.
- Enhance customer satisfaction through effective service management.
- Promote innovation, ethics, and knowledge management within the workplace.
- Build strong vertical and horizontal communication channels across organisational value chains.
- Coach, mentor, and develop junior managers and team members to support growth and diversity in the workplace.

3. A Qualified Learner Will Be Able To:

- Lead and manage first-line managers and supervisors.
- Build effective teams and align them with organisational objectives.
- Implement projects and operational plans aligned with strategic business goals.
- Apply systems thinking and decision-making to improve organisational outcomes.
- Monitor performance against standards and manage diverse teams effectively.
- Deliver customer-focused solutions by identifying needs, closing deals, and managing service quality.

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Entry Requirements

- A National Senior Certificate (NSC) or equivalent qualification at NQF Level 4.
- Communication and mathematical literacy skills at NQF Level 4.
- Relevant workplace experience is recommended but not compulsory.

4. International Comparability

This qualification is benchmarked against international management and customer service programmes. It aligns with global best practices in leadership, project management, customer relationship management, and operational strategy, ensuring learners gain competencies recognised across diverse industries and regions.

5. Occupational Trainer – NQF Level 5 Certification

This qualification forms part of the Occupational Qualifications Sub-Framework (OQSF) and is positioned at NQF Level 5. It provides foundational preparation for further management studies, including qualifications in general management, customer relationship management, and business administration.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Customer Service Manager
- Team Leader Manager
- Operations Manager
- Client Relationship Manager
- First-Line Manager Supervisor
- Unit or Division Manager

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7. Learning Options

This qualification is offered as a **12-month learnership**, combining structured theoretical learning with practical workplace application.

Delivery methods may include:

- Classroom-based facilitation
- Blended learning (online and in-person)
- Workplace-based learning and assessment

All learning is aligned with the QCTO and SAQA requirements, ensuring credits earned contribute towards the broader management learning pathway

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