

SAQA

**99687**

**Occupational Certificate:  
Contact Centre Manager**

**NQF Level 05**

Credits: 285  
Duration: 2 Years Part-Time

Full Qualification

### Accreditation

Quality Council for Trades and Occupations (QCTO)

### Accreditation No:

07-QCTO/SDP031025142901

### Entry Requirements

NQF Level 4 qualification with Mathematics

### Learnership Reg Code

32Q320083080303

### Purpose

The purpose of this qualification is to equip persons with knowledge and skill to operate as a Contact Centre Manager. Duties of a contact centre manager include:

- Manage and control the costs of a contact centre.
- Manage and control the operational planning and achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact centre processes and technology.

### Rationale

This qualification is developed to establish the South African Contact Centre industry as a service provider of choice within a highly competitive international market. The Contact Centre Management Group (CCMG), as the South African professional association for both Contact Centre Managers and Supervisors, has actively participated as recognised industry experts in the development of this qualification. The CCMG is nationally recognised for their role in the Contact Centre industry and represents all the major role players.

Contact centre managers work for companies that operate inbound or outbound contact centres, as well as for companies that outsource and use teleservices. This qualification will be beneficial to those who are currently working in operational roles as well as those who want to work in the contact centre sector. It acknowledges the necessity of offering operators who join the sector opportunity for progressive learning. This guarantees that students acquire the skills necessary to advance to operational control-related skills and contact centre management-level employment prospects.

### Exit Level Outcomes

1. Manage and control costs of a contact centre.
2. Manage and control operational planning and the achievement of operational targets.
3. Manage personnel employed in a contact centre.
4. Manage customer and supplier relations.
5. Manage and assure the achievement of contact centre quality standards.
6. Manage and control the efficiency of contact centre processes and technology.



### ENJO Consultants (Pty) Ltd

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Accreditations: QCTO | ETDP SETA | MICT SETA | Services SETA | SABPP

## Qualification Components

### • Knowledge Module (80 Credits)

- 143905000-KM-01, Introductory studies for Contact Centre Managers, Level 4, 4 Credits.
- 143905000-KM-02, Communication, Level 4, 4 Credits.
- 143905000-KM-03, Operational Supervision, Level 4, 4 Credits.
- 143905000-KM-04, Operational Management, Level 5, 4 Credits.
- 143905000-KM-05, People Management, Level 5, 6 Credits.
- 143905000-KM-06, Industrial Relations Management, Level 5, 8 Credits.
- 143905000-KM-07, Contact Centre Technology, Systems and Processes, Level 5, 10 Credits.
- 143905000-KM-08, Contact Centre Quality Management, Level 5, 10 Credits.
- 143905000-KM-09, Supplier management, Level 6, 10 Credits.
- 143905000-KM-10, Customer management, Level 6, 10 Credits.
- 143905000-KM-11, Financial management concepts, Level 5, 10 Credits.

### • Practical Skills Module (98 Credits)

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

### • Work Experience Module (107 Credits)

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

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## How is this Qualification Completed?

Step 1	Step 2	Step 3	Step 4
<ul style="list-style-type: none"> <li>Contact Learners attend contact sessions (face-to-face or virtual).</li> <li>Distance learners work through learning material.</li> </ul>	<ul style="list-style-type: none"> <li>Submit Portfolio of Evidence (PoE) to ENJO Consultants for assessment once completed.</li> </ul>	<ul style="list-style-type: none"> <li>Once declared competent for the portfolio(s), the training provider will issue a statement of results.</li> <li>This is a pre-requisite to complete the EISA.</li> </ul>	<ul style="list-style-type: none"> <li>Training Provider applies to QCTO for the student to complete the EISA.</li> <li>Once found competent for the EISA, QCTO will issue certification.</li> </ul>

## Methods of Completion

- Blended**
  - A blended approach which combines attending study schools and self-study.
  - Study Schools can be attended as face-to-face classes or virtual attendance via MS Teams.
- Distance Learning (Self-Study)**
  - Learners will go through the study material on his/her own.
- Recognition of Prior Learning (RPL)**
  - Qualifying learners may be able to complete the qualification as RPL.
- Corporate Training**
  - Qualifications can be presented for groups from corporate clients.

## Articulation

This qualification provides opportunities for horizontal and vertical articulation options.

- Horizontal Articulation:**
  - National Diploma: Customer Management, Level 5 (ID 20908).
  - National Certificate: Generic Management, Level 5 (ID 59201).
  - National Diploma: Contact Centre Management, Level 5 (ID 21792).
  - National Certificate: N4 Business Management, Level 5 (ID 66871).
- Vertical Articulation:**
  - Diploma: Business Management, Level 6 (ID 67690).
  - Diploma in Business and Information Management, Level 6 (ID 97803).
  - Advanced Certificate in Operations Management, Level 6 (ID 91993).
  - National Diploma: Operations Management, Level 6 (ID 62422).

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