



## FET Certificate Contact Center Operations

NQF	: Level 4
SAQA ID	: 71489
DOL	: 12Q1200204013033R
Credits	: <b>132</b>
Duration	: 12 months

### Purpose of Qualification

Any individual who are or wish to be involved in the Contact Centre industry, will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management. This qualification will be registered at NQF Level 4.

### Qualification Rules

The Curriculum is aligned to the National Certificate in Customer Service Operations with a total credit value of 130 credits. The programme consists of –

<b><i>Fundamentals</i></b>	<b>: 56 credits</b>
<b><i>Core</i></b>	<b>: 66 credits</b>
<b><i>Electives</i></b>	<b>: 10 credits</b>

which may vary based on the individual or company's needs and is available in credit skill blocks.

The programme is presented by way of lectures, group discussions, case studies and role plays at NQF Level 4

### Learning Outcomes

- To promote the development of knowledge and skills that are required in Contact Centres.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

### Assessment Structure

To complete the programme successfully, and be awarded a certificate, learners must be found competent in all aspects of the summative assessment according to requirements listed in the relevant student handbook.

Assessment is both Formative and Summative which includes:

- Individual/ group activities; and tasks
- Summative Assessments

### Admission Requirements

- Matric with Exemption or NQF level 4 Equivalent.