**SKILLS PROGRAMME: CALL CENTRE OPERATIONS**

**Skills Programme Details:**

**Skills Programme Name**

Skills Programme: CALL CENTRE OPERATIONS

**Purpose of the Skills programme**

A Contact Centre operations course will teach you more about client services, consumer behavior, human relations, and advertising and promotions in the context of a contact Centre environment.

**Target Group**

* Learners who want acquire inbound and outbound call centre skills

**Entry/Admission requirements**

* Foundational skills in English and Mathematics at NQF Level 2
* Grade 9 or equivalent.

**Skills Programme Duration:** notional hours 190 hours/ 8 weeks

**Possible Careers**

* Sales Person
* Helpdesk Operator
* Inbound Call Centre Agent
* Outbound Call Centre Agent

**Call Centre Operations Programme Content**

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| **Module ID** | **Module Unit** |
| [10313](http://allqs.saqa.org.za/showUnitStandard.php?id=10313) | Comply with service levels as set out in a Contact Centre Operation |
| [252210](http://allqs.saqa.org.za/showUnitStandard.php?id=252210) | Handle a range of customer complaints |
| [119472](http://allqs.saqa.org.za/showUnitStandard.php?id=119472) | Accommodate audience and context needs in oral/signed communication |
|  | Intermediate Computer Literacy |