



NQF Level 3 | Services SETA

Business Process Outsourcing Support

Develop essential customer service skills and techniques to deliver exceptional client experiences. This qualification prepares you for entry-level customer service roles across various industries.

124
Credits

12
Months

NQF 3
Level












Qualification Overview

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This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification provides an introduction to contact centre operations and equips learners with skills to deliver high-quality customer service across various sectors.

Learning Outcomes

Upon completion of this qualification, learners will be able to:

-  Develop foundational skills for working in contact centres and BPO environments
-  Build competencies in customer service delivery and quality assurance
-  Understand contact centre operations and business process outsourcing principles
-  Enhance communication skills for customer interactions across multiple channels
-  Develop problem-solving and conflict resolution skills for customer service scenarios
-  Learn to use contact centre technology and systems effectively
-  Understand performance metrics and quality standards in contact centre environments
-  Build knowledge of various industry sectors including marketing, sales, hospitality, tourism, and financial services
-  Prepare learners to handle diverse customer service situations professionally

Programme Modules

Module 1: Work Orientation

- Use time management techniques to manage time in a financial services environment
- Apply knowledge of self and team to develop a plan to enhance team performance
- Identify causes of stress and techniques to manage it in the workplace
- Apply knowledge of HIV/AIDS to a specific business sector and a workplace
- Demonstrate understanding of employment relations in an organisation
- Explain basic health and safety principles in and around the workplace

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Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts

Module 3: Computer Skills

- MS Excel Level 1

Module 4: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life- and work-related problems using data and probabilities
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

Module 5: Data Capturing

- Collect and record information, queries, and requests from customers
- Process data using information technology
- Interpret classification systems to organise, retrieve and dispose of records

Module 6: Service Excellence

- Communicate with customers in a contact centre and BPO
- Demonstrate an understanding of contact centre and BPO working practices
- Handle a range of customer complaints in a contact centre and BPO

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Module 7: Inbound/Outbound Call Centre Skills

- Process incoming and outgoing telephone calls
- Manage inbound and/or outbound calls in a contact centre

Module 8: Specialised Call Centre Skills

- Negotiate an agreement or deal in an authentic work situation
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts a specific financial services sub-sector
- Describe standard insurance coverage in terms of SASRIA
- Conduct exhibition telemarketing

Additional Opportunities

-  Progression to Further Education and Training Certificate: Contact Centre at NQF Level 4
-  Career advancement within contact centre and BPO operations
-  Employment in rapidly growing contact centre industry across multiple sectors
-  Development of specialised customer service skills
-  International career opportunities in contact centre operations
-  Recognition of prior learning and work experience
-  Contribution to the growing business process outsourcing sector

Qualification Details

SETA

Services SETA

NQF Level

Level 3

Credits

124 Credits

Duration


12 Months

SAQA ID

93997

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Career Opportunities

-  Customer Service Representative
-  Technical Support Specialist
-  Operations Manager
-  Project Manager

Need Help?

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help@speccon.co.za

Related Qualifications

Explore other Services SETA qualifications



NQF Level 3

Management

Management fundamentals and team leadership skills.

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NQF Level 4

Generic Management

First line management and supervisory skills.



NQF Level 5

Office Supervision

Office management and supervisory skills.



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