



EMPODERA

Training Academy

2026

A close-up photograph of a woman with dark skin and curly hair, wearing a black headset with a microphone. She is smiling broadly, showing her teeth. She is wearing a light-colored, patterned blazer over a pink top. The background is blurred, showing other people and computer monitors in what appears to be a call center or office environment.

**Contact Centre
Manager**

NQF Level 5 | SAQA ID 99687 | 285 Credits



EMPODERA
Training Academy

Empowering Skills, Driving Growth

Empodera Training Academy is a forward-thinking skills development and training provider specializing in accredited learnerships, customised corporate solutions, and workforce development. We partner with leading South African organisations to deliver training that drives transformation, enhances workforce readiness, and ensures a measurable ROI.

Accreditations and Alignment





Course Overview

The Occupational Certificate: Contact Centre Manager equips learners with the skills needed to manage and optimise contact centre operations. Developed in partnership with industry bodies, this qualification covers operational planning, performance management, customer relations, quality assurance, technology utilisation, and financial management within a contact centre environment.



Learning Outcomes

Learners will be able to:

- Manage budgets and financial performance
- Lead teams and workforce planning
- Monitor operations and service levels
- Manage customer and supplier relations
- Implement quality management systems
- Optimise technology and processes

A Qualified Learner Will Be Able To:

- Develop and control budgets
- Align operational plans to SLAs
- Lead teams and manage performance
- Apply industrial relations principles
- Maintain quality and compliance systems
- Analyse and improve service processes



Entry Requirements

Republic of South Africa

- NQF Level 4 with Mathematics (preferred)
- RPL available

International Comparability

- UK: NVQ Contact Centre Operations
- NZ: Diploma in Contact Centre Management
- Australia: Diploma of Customer Contact

Duration
12 Months



Certification

Occupational Certificate: Contact Centre Manager (NQF 5)



Career Opportunities

- Contact Centre Manager
- BPO Manager
- Operations Manager
- Customer Service Manager
- Quality Assurance Manager



Learning Options

Classroom · Blended · Workplace learning · EISA



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**Let's build the
future together**

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