

QUALITY SOLUTIONS

contact centre training

Quali-Call (Pty) Limited Registration no: 2006/011640/07 •
Accreditation no: 034/30/11/04

Certificate of Completion

Lee Brian Hildebrandt

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Has completed the following

Unit standard number and title	Credits	Level	C
NLRD 119462 Engage in sustained oral communication and evaluate spoken texts	5	4	C
NLRD 119472 Accommodate audience and context needs in oral/signed communication	5	3	C
NLRD 10328 Implement and Co-ordinate Contact Centre activities in a commercial environment	18	4	C
NLRD 10331 Identify and analyse client and market related trends impacting on contact centres	10	4	C
NLRD 10326 Identify customers of Contact Centres	4	4	C
NLRD 10324 Describe features, advantages and benefits of a range of products and services	6	4	C
NLRD 10323 Implement contact centre specific sales techniques to generate sales through a contact centre	12	4	C
NLRD10330 Implement and Co-ordinate campaigns	10	4	C
NLRD 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6	4	C
NLRD 12153 Use the writing process to compose texts required in the business environment	5	4	C
NLRD 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6	4	C
NLRD 119457 Interpret and use information from texts	5	3	C
NLRD 119465 Write/present/sign for a range of communicative texts	5	3	C
NLRD 119469 Read/view/analyse and respond to a variety of texts	5	4	C
NLRD 119459 Write/present/sign for a wide range of contexts	5	4	C
NLRD 119467 Use language and communication in occupational learning programmes	5	3	C
NLRD 9016 Represent, analyse and calculate shape and motion in 2 and 3 dimensional space in different contexts	4	4	C
Total credits recommended	116		C



Registered Assessor

Date Issued

5 December 2016