

WHAT IS BLENDED LEARNING

Blended learning comprises of any learning intervention which is done on mobile, computer and hand-held gadgets. DigiAssist is an assistive tool that aids in learning through digitally presented activities hosted on our site. The blended approach does not replace contact sessions but reduces them to a minimum of one contact session per Cluster. Benefits include the opportunity to explore and experience training in a distance learning environments, reduced classroom time and independently taking charge of your own educational experience.



LEARNER REQUIREMENTS

- Access to a Computer at Work and Home
 - Internet access without Limitations
 - Committed to Self Study
- Computer Literacy at NQF Level 2:
 - Ability to use browser,
- Ability to Convert and Upload attachments,
- Ability to understand basic radio button functionality

NATIONAL CERTIFICATE CONTACT CENTRE SUPPORT

NQF



2

SAQA



71490
(LP: 73269)

CONTACT
DAYS



6

DURATION



12 MONTHS

CREDITS



128

SETA



SERVICES SETA

PURPOSE

Any individual who are or wishes 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.

ENTRY CRITERIA

- Numeracy at NQF Level 1 or equivalent.
- English (verbal & written communication skills) at NQF Level 1 or equivalent.
- Computer operating skills at NQF Level 2 or equivalent

MARKET INFORMATION

- **Target Market:** Sales Managers • Contact Centre Managers • Sales Representatives • National Account Managers • Key Account Managers • Contact Centre Supervisors • General Managers • Administration Staff • Category Managers • Telesales Clerks • Sales Directors • Client Services Clerks • Quality Assurance Staff • Contact Centre/Call Centre Agents • IT Staff
- **Target Industries:** Any industry that interacts with clients and their queries telephonically.

SKILLS OUTCOMES

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centres.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational activities in a Contact Centre.

For more information about DigiAssist and how it can benefit your organisation, contact Training Force

☎ 011 974 6633 ✉ info@trainingforce.co.za 🌐 www.trainingforce.co.za

Cluster 1 - Working with your Customer

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10348	Identify and respond to customer needs in a Contact Centre	12
Core	13885	Provide information to customers in a Contact Centre	12
Fundamental	119463	Access and use information from texts	5
Fundamental	119454	Maintain and adapt oral/signed communication	5

Cluster 2 - Recording Customer Information

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10350	Collect and record information queries and requests from customers	8
Core	10349	Input data received onto appropriate computer packages within a Contact Centre	12
Fundamental	119456	Write/present for a defined context	5

Cluster 3 - Addressing Customer Queries

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13873	Handle a range of customer complaints in Contact Centres	4
Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	5
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	8

Cluster 4 - The Contact Centre Workplace

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13874	Work as a member of a Contact Centre Team	5
Core	10354	Contribute to a diverse working environment in a Contact Centre	8
Core	13872	Instill in myself a personal Contact Centre culture	4
Core	10353	Meet performance standards within a Contact Centre	6
Fundamental	8967	Use language and communication in occupational learning programmes	5

Cluster 5 - Basic Numeracy

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	5

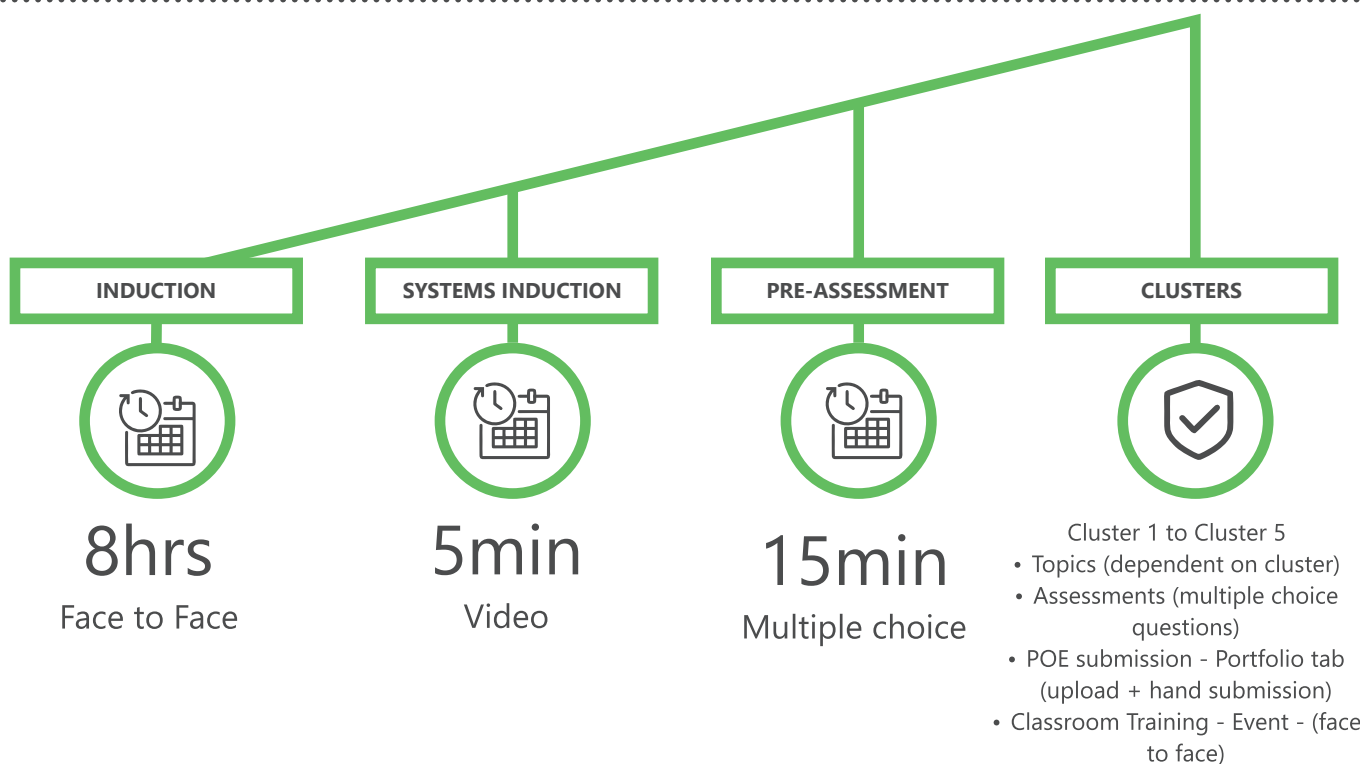
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 - Ability to use media player.



Complete Duration of online instructional
5 hours 22 mins



Complete Duration of face to face time
48 hours



Complete Duration of Program
600 hours 15 mins