

**SAQA ID**  
73269

**DURATION**  
12 Months

**CREDITS**  
128

**QCTO**  
Services

**National Certificate:**

**GENERIC PROJECT  
MANAGEMENT**  
NQF Level 2



## WHO SHOULD STUDY THIS COURSE?

Any individual who are or wish 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. This qualification will be registered at NQF Level 2. Portability across both areas of specialisation is therefore ensured.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to learner's job. This qualification is intended to enhance the provision of entry level service within the Contact Centre Industry.

## Rationale

The National Qualification in Contact Centre Support: Level 2 is designed to meet the needs of those learners who enter the field of Contact Centres. Contact Centres have become key business tools - integral to the way organisations achieve their business objectives. Contact Centres are a new industry - there is a need to develop career paths in this field, and it is a high growth industry constantly in need of skilled people.

The Contact Centre industry is also fast becoming the next knowledge worker industry. All Contact Centres are currently recruiting, training and performance managing agents. Currently Call Centres sit inside of existing organisations within larger Industries, i.e. Banking, Insurance, PAY-TV.

The Contact Centre National Certificate at NQF

Level 2 will provide the broad knowledge and skills needed in the industry and to progress along a career path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years, but have no formal qualification in Contact Centre Support.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

The National Certificate in Contact Centre Support: Level 2 allows the learner to work towards a nationally recognised whole qualification. The qualification will allow both those in formal education and those already employed in Contact Centre organisations access, due to its flexibility.

The qualification has building blocks that can be developed further and will lead to a more defined Contact Centre career path at various NQF levels. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is:

- To promote the development of knowledge and skills that are required in Contact Centres.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

The National Certificate in Contact Centre Support: Level 2, should produce knowledgeable, skilled people who are able to contribute to improved productivity and efficiency within the Contact Centre industry. It should provide the means for current individuals in the Contact Centre field to receive recognition of prior learning and to upgrade their skills and knowledge base. The qualification is structured in such a way that

it exposes individuals to a set of core competences to give a broad understanding of Contact Centre support operations and the electives, which will allow for a specialisation of competence in either a commercial or an emergency environment. It will also promote the notion of life-long learning.

## Exit Level 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.

## Admission Requirements

1. Communications NQF level 1
2. Mathematics NQF level 1

## ASSOCIATED ASSESSMENT CRITERIA

- The identification and response to Contact Centre customer needs and requirements.
- Contact Centre specific data gathering processes and procedures.
- Team membership responsibilities and the importance of self development.
- Performance levels and the meeting of these levels.
- Operational activities are implemented and applied

## Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

As it is a Unit Standard based Qualification, both formative and summative assessment processes are accounted for.

## CONTACT US

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CORE MODULE

Unit Standard		
Provide assistance in implementing and assuring project work meets quality requirements	3	6
Conduct project documentation management to support project processes	4	6
Contribute to project initiation, scope definition and scope change control	4	9
Contribute to the management of project risk within own field of expertise	4	5
Develop a simple schedule to facilitate effective project execution	4	8
Explain fundamentals of project management	4	5
Implement project administration processes according to requirements	4	5
Monitor, evaluate and communicate simple project schedules	4	4
Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	4	6
Plan, organise and support project meetings and workshops	4	4
Work as a project team member	4	8
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FUNDAMENTAL MODULE

Unit Standard		
Accommodate audience and context needs in oral communication	3	5
Interpret and use information from texts	3	5
Use language and communication in occupational learning programmes	3	5
Write texts for a range of communicative contexts	3	5
Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Engage in sustained oral communication and evaluate spoken texts	4	5
Read analyse and respond to a variety of texts	4	5
Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Use the writing process to compose texts required in the business environment	4	5
Write for a wide range of contexts	4	5
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