

Occupational Certificate: Contact Centre Manager

NQF Level 05

285 Credits

SAQA ID: 99687



ACCREDITED ASSESSMENT CENTRE

4264 Magaqane Sreet,
Pimville Zone 4,
Soweto

Integrated Assessment Focus Area 1

Manage and control costs of a contact centre.

Associated Assessment Criteria 1

1. Budgets align with business needs.
2. Costs are monitored.
3. Financial documents are reviewed for variances.
4. Reports are accurate.
5. Accounting processes are supported.
6. Budgeting and cost management are understood.
7. Financial documents are managed.
8. Management controls ensure effectiveness.
9. Information systems help manage costs.
10. Business risks of budget non-compliance are addressed.

Integrated Assessment Focus Area 3

Manage personnel employed in a contact centre.

Associated Assessment Criteria 3

1. Organizing work delivery and applying employment regulations.
2. Demonstrating leadership in contact center management.
3. Ensuring effective recruitment, training, and career planning.

Integrated Assessment Focus Area 2

Manage and control operational planning and the achievement of operational targets.

Associated Assessment Criteria 2

1. Use of service level agreements to manage stakeholder expectations in contact centers.
2. Operational objectives, targets, and risk management plans align with business goals.
3. Deviations from planned targets are addressed through defined measures.
4. Service level agreements deliverables and potential risks are integrated into operational processes.
5. Performance evaluations identify problem areas and lead to actionable recommendations.
6. Strategic and operational planning ensure service delivery meets service level agreements requirements.
7. Service delivery gaps are bridged with cost-effective solutions.

Associated Assessment Criteria 3

4. Providing mentoring for improved employee performance.
5. Implementing workplace discipline and dispute resolution.
6. Managing capacity-related challenges for operational success.
7. Aligning workforce planning with budget requirements

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9435 Ikinixa Sreet,
Pimville Zone 6,
Soweto

Integrated Assessment Focus Area 4

Manage customer and supplier relations.

Associated Assessment Criteria 4

1. Cost-effective and transparent procurement practices.
2. Integration of supplier and customer management processes.
3. Regulatory compliance and risk management through service level agreements.
4. Performance reporting to track and improve service levels.
5. Efficient complaint resolution and satisfaction surveys.
6. Stakeholder reporting to ensure accountability.
7. Financial controls for validation and authorization of transactions.

Integrated Assessment Focus Area 6

Manage and control the efficiency of contact centre processes and technology.

Associated Assessment Criteria 6

1. Management information systems optimize data handling and reporting.
2. Technology ensures efficient service delivery and customer satisfaction.
3. Controlled measures improve technology utilization.
4. Process flow diagrams guide implementation.

Integrated Assessment Focus Area 5

Manage and assure the achievement of contact centre quality standards.

Associated Assessment Criteria 5

1. Compliance with SABS standards for quality management.
2. Benchmarking and auditing ensure certification and adherence.
3. Application of conformance requirements for specific standards.
4. Call calibration methods maintain service delivery quality.
5. Internal auditing procedures verify output quality standards.
6. Preparation for external audits ensures compliance verification.

Associated Assessment Criteria 6

5. Risk assessments and system reports drive improvements.
6. Customer contact processes integrate communication and compliance.
7. Support systems enhance service delivery and minimize risks.
8. Transparency maintained through auditing and data analysis.