



MAHARISHI
INVINCIBILITY INSTITUTE
—
WORLD LEADING EDUCATION FOR ALL

NATIONAL CERTIFICATE:
**CONTACT CENTER &
BUSINESS PROCESS
OUTSOURCING
SUPPORT**

NQF Level 3

INVINCIBLE
EMPOWERMENT
FUND



IMVOLA
EDUCATION EMPOWERMENT FUND

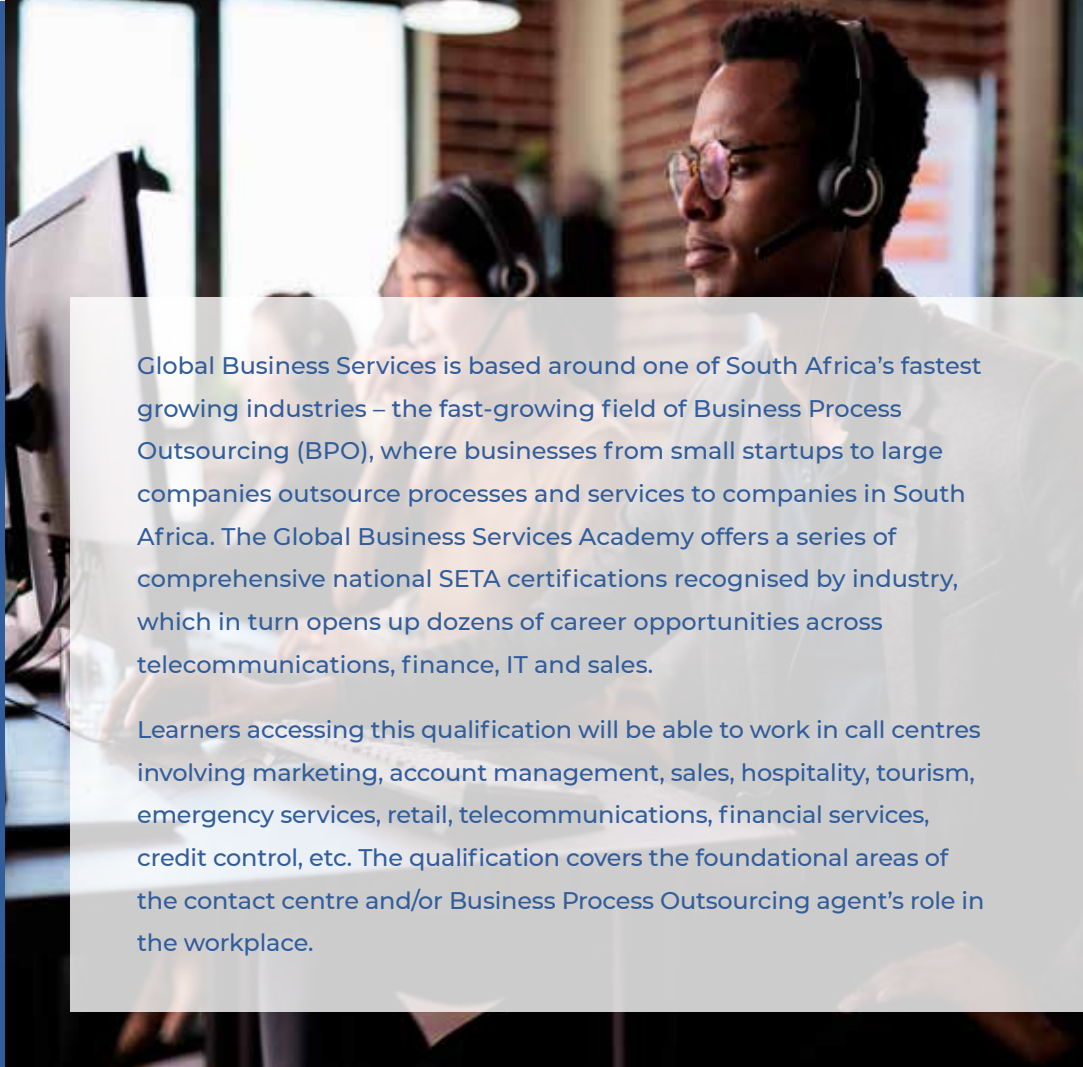


INTRODUCTION



This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification provides an introduction to contact centre and/or Business Process Outsourcing operations. The qualification will equip learners with the underpinning knowledge and skills to be able to supply high quality customer service.

Learners will be provided with competencies to handle both inbound and outbound interactions/traffic, within different types of operations of contact centre and/or Business Process Outsourcing. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back-office processes and tasks. Learners will have the opportunity to learn, develop and practice the skills required to make an effective contribution in a general contact centre and/or Business Process Outsourcing environment.



Global Business Services is based around one of South Africa's fastest growing industries – the fast-growing field of Business Process Outsourcing (BPO), where businesses from small startups to large companies outsource processes and services to companies in South Africa. The Global Business Services Academy offers a series of comprehensive national SETA certifications recognised by industry, which in turn opens up dozens of career opportunities across telecommunications, finance, IT and sales.

Learners accessing this qualification will be able to work in call centres involving marketing, account management, sales, hospitality, tourism, emergency services, retail, telecommunications, financial services, credit control, etc. The qualification covers the foundational areas of the contact centre and/or Business Process Outsourcing agent's role in the workplace.

Duration: 1 year	Total Number of credits: 124
NOF Level: Level 3	SAQA ID: 80566

EXAM FORMAT:

We use a mixed mode of delivery to cater for the needs of our students. All of our courses are on an online learning platform (LMS) where students are able to access their courses on campus as well as from home.

Facilitation can be done either online through Google Meet or Zoom, or on campus with contact lectures for face-to-face training. The preferred mode of delivery is through a blended approach to learning of using both contact training together with the online platform for accessing material content and keeping a record of learning progress.

ADMISSION REQUIREMENTS:

It is assumed that learners entering this qualification are competent in:

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2
- Computer Literacy at NQF Level 3



MAHARISHI
INVINCIBILITY INSTITUTE
—
WORLD LEADING EDUCATION FOR ALL



LEARNING PROGRAMS

NC: CONTACT CENTRE & BUSINESS PROCESS OUTSOURCING SUPPORT

- LEARNING PROGRAMME 1
CONTACT CENTRE & BPO PRACTICES
- LEARNING PROGRAMME 2
COMMUNICATION SKILLS
- LEARNING PROGRAMME 3
MATHEMATICAL & FINANCIAL LITERACY
- LEARNING PROGRAMME 4
CALL MANAGEMENT
- LEARNING PROGRAMME 5
CUSTOMER INTERACTION
- LEARNING PROGRAMME 6
DEBT RECOVERY
- LEARNING PROGRAMME 7
DATA PROCESSING
- LEARNING PROGRAMME 8
PROBLEM SOLVING
- LEARNING PROGRAMME 9
TIME & STRESS MANAGEMENT
- LEARNING PROGRAMME 10
TEAM PERFORMANCE & SAFETY AWARENESS

LP 1&2



EXIT LEVEL OUTCOME:

Provide effective customer service in a contact centre and/or Business Process Outsourcing centre, demonstrate knowledge of and use communication technology in a contact centre environment and work effectively as a team member in a group to enhance team performance.

LP 3-6



EXIT LEVEL OUTCOME:

Provide effective customer service in a contact centre and/or Business Process Outsourcing centre, demonstrate knowledge of and use communication technology in a contact centre environment.

LP 7&8



EXIT LEVEL OUTCOME:

Demonstrate knowledge of and use communication technology in a contact centre environment and capture data to track interactions.

LP 10



EXIT LEVEL OUTCOME:

Work effectively as a team member in a group to enhance team performance.

MORE INFO

The Maharishi Invincibility Institute (MII) is a leading non-profit educational organisation focused on youth development through various programmes and tools. The organisation uses a Consciousness Based Approach to Education to help build the learners from the 'inside out'. This methodology has been proven to have many benefits in extensive scientific research and through practical implementation experience, one of which is to increase learner academic results. One of the educational streams which we offer is the NQF registered programmes run through the QCTO and Sector Education and Training Authorities (SETAs). MII currently has 39 accredited qualifications across 7 different SETAs (including: ServiceSETA, BankSETA, CATHSSETA, W&RSETA, MICTSET and, InSETA), and is working to increase this number.



“What drives me is the absolute knowledge and certainty that every human being is made of genius , and we have the opportunity to end poverty in this generation.” Dr Taddy Blecher

FOR APPLICATION FORMS AND LECTURE TIMETABLES, CONTACT:

Mr Vuyisani Dumezweni

Skills Development Office

9 Ntemi Piliso Street, Johannesburg, South Africa

Tel: 011 492 0005

Fax: 011 492 0005

Email: v.dumezweni@maharishinstitute.org



MAHARISHI
INVINCIBILITY INSTITUTE

WORLD LEADING EDUCATION FOR ALL



MAHARISHI
INVINCIBILITY INSTITUTE
—
WORLD LEADING EDUCATION FOR ALL

NATIONAL CERTIFICATE:
**CONTACT CENTER &
BUSINESS PROCESS
OUTSOURCING
SUPPORT**

NQF Level 3

INVINCIBLE
EMPOWERMENT
FUND 


IMVOLA
EDUCATION EMPOWERMENT FUND

