



## Admission requirements

*Minimum academic requirements for Tshwane University of Technology*

In addition to the National Senior Certificate (general or vocational), with a minimum of 7 subjects, a candidate must meet the following subject requirements for this programme:

### Subject requirements

Subject	Minimum Score
Specific subjects: • English (home language or first additional language) • Mathematics or Mathematical Literacy	3 3
Additional subjects: Any four other (20-credit) subjects*	4 x 3
Total APS Score	18

*\*A candidate may have a score of two in one of the additional subjects as long as the final score still adheres to the minimum total score as stipulated for the programme.*

## Academic requirements for this qualification

- Applications will be assessed against all the admission requirements.
- Applicants with a final APS score of 22 and more, according to the formula, will be accepted. Acceptance is subjected to available capacity according to the Student Enrolment Plan (SEP).

## Duration

Three years day classes (this course is offered as a block course) or part time (Saturdays) for working students.

## Career description

Understand the customer and develop a customer focus enhancing:

- your industry and product knowledge
- your understanding of organisations
- your understanding of human behaviour
- your contact centre technology skills; and
- personal mastery through self-management thinking skills

## Career opportunities

This programme will be appropriate for people who want to become agents, contact centre representatives or call centre officers.

## Subjects

### First Year

Customer Relations  
 Contact Centre Management  
 People Management  
 Contact Centre Technology  
 Communication Skills

### Second Year

Customer Relations  
 Contact Centre Management  
 People Management

Contact Centre Technology  
 Financial and Statistical Methods

### Third Year

Customer Relations  
 Contact Centre Management  
 People Management

## Further studies after the completion of the National Diploma

After the completion of the National Diploma you can continue your studies up to Doctorate level.

## Enquiries

*Department of People Management and Development*  
 Tel. 012 382 5405

## Website

[www.tut.ac.za](http://www.tut.ac.za) (Faculty of Management Sciences)

## Postal address

The Registrar  
 Tshwane University of Technology  
 Private Bag X680  
 PRETORIA  
 0001

**ALL INFORMATION IS SUBJECT TO CHANGE.**



*Live your life.  
Create your destiny.*

- diversity
- ethics
- relevance
- entrepreneurship
- quality**
- care
- partnerships
- professionalism



**Faculty of Management Sciences**  
*Department of People Management and Development*  
**National Diploma: Contact Centre Management**



JANUARY 2010

