

## MAGISTER TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

Qualification code: MTCC01 - NQF Level 8

Campus where offered: Pretoria Campus

### Important notification to new applicants:

Before submitting an application for admission, applicants are advised to consult the University's website for possible new qualifications which are aligned with the newly-implemented Higher Education Qualification Sub-Framework.

### REMARKS

- a. *Admission requirement(s):*  
A Baccalaureus Technologiae: Contact Centre Management or a qualification at NQF Level 7 (old) or NQF Level 8 (new) in the contact centre field. A candidate must have passed Research Methodology at NQF Level 7 before registration or must pass Research Methodology in the first year of study if it was not included in a previous qualification.
- b. *Selection criteria:*  
Admission is subject to selection.
- c. *Duration:*  
A minimum of one year and a maximum of three years.
- d. *Presentation:*  
Research.
- e. *Intake for the qualification:*  
January and July.
- f. *Rules on postgraduate studies:*  
See Chapter 8 of the Students' Rules and Regulations for more information.
- g. *Subject credits:*  
Subject credits are shown in brackets after each subject.

### CURRICULUM

CODE	SUBJECT	CREDIT
CCC500T	Dissertation: Contact Centre Management	(1,000)
CCC500R	Dissertation: Contact Centre Management (re-registration)	(0,000)
TOTAL CREDITS FOR THE QUALIFICATION:		<b>1,000</b>

