

DOCTOR TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

Qualification code: DTCC01 - 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 Magister Technologiae: Contact Centre Management or a qualification at NQF Level 8 (old) or NQF Level 9 (new) in the contact centre field.
- b. *Selection criteria:*
Admission is subject to selection.
- c. *Duration:*
A minimum of two years and a maximum of five 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
CCC700T	Thesis: Contact Centre Management	(2,000)
CCC700R	Thesis: Contact Centre Management (re-registration)	(0,000)
TOTAL CREDITS FOR THE QUALIFICATION:		2,000

