

BACCALAUREUS TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

Qualification code: BTCC01 - NQF Level 7

Campus where offered: Pretoria Campus

Important notification to new applicants:

Students who intend to enrol for this qualification should take note that no new applications will be accepted as from 2020. Potential students 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 National Diploma: Contact Centre Management or an equivalent qualification.
- b. *Selection criteria:*
Admission is subject to selection.
- c. *Minimum duration:*
One year.
- d. *Presentation:*
Block-mode classes (in the evening), offered over a period of two years. Subjects are offered and examinations are written in blocks as determined by the Department.
- e. *Intake for the qualification:*
January only.
- f. *Exclusion and readmission:*
See Chapter 2 of Students' Rules and Regulations.
- g. *Recognition of Prior Learning (RPL), equivalence and status:*
See Chapter 30 of Students' Rules and Regulations.
- h. *Subject credits:*
Subject credits are shown in brackets after each subject.

Key to asterisks:

- * Information does not correspond to information in Report 151.
(Deviations approved by the Senate in August 2005.)

CURRICULUM

ATTENDANCE

Subjects are offered as determined by the Department

CODE	SUBJECT	CREDIT
ARI400T	Applied Business Principles IV	(0,165)*
AST400B	Advanced Strategic Management IV	(0,167)
CCC400T	Advanced Contact Centre Management IV	(0,167)
PJG400E	Project Management IV	(0,167)
RLT400T	Advanced Relations Management IV	(0,167)
RMD100L	Research Methodology	(0,167)

TOTAL CREDITS FOR THE QUALIFICATION: **1,000**



SUBJECT INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular subject. On 12 September 2018, the syllabus content was defined as follows:

A

ADVANCED CONTACT CENTRE MANAGEMENT IV (CCC400T) 1 X 3-HOUR PAPER

(Subject custodian: Department of Business and Information Management Services)

Creating advanced contact centre management skills, focusing on ergonomics, contact centre design, strategy formulation, virtual management, support management, disaster recovery, benchmarking, etc. (Total tuition time: ± 64 hours)

ADVANCED RELATIONS MANAGEMENT IV (RLT400T) 1 X 3-HOUR PAPER

(Subject custodian: Department of People Management and Development)

Organisation development, interpersonal skills and strategies. (Total tuition time: ± 64 hours)

ADVANCED STRATEGIC MANAGEMENT IV (AST400B) 1 X 4-HOUR PAPER (OPEN BOOK)

(Subject custodian: Department of Management and Entrepreneurship)

Strategic management, strategic business simulation. Strategic analysis of an organisation, entrepreneurial strategy, quality strategy, economy of maintenance. The global human resources management link with the overall strategic plan of the organisation. Emphasis is placed on the strategic and innovative thinking of the human resources specialist, also on the separate functions and activities of the human resources function. (Total tuition time: ± 64 hours)

APPLIED BUSINESS PRINCIPLES IV (ARI400T) 1 X 3-HOUR PAPER

(Subject custodian: Department of Business and Information Management Services)

Creating advanced management skills, with the emphasis on ergonomics, design, strategy formulation, virtual management, support management, disaster recovery, benchmarking, etc. (Total tuition time: ± 64 hours)

P

PROJECT MANAGEMENT IV (PJG400E) 1 X 3-HOUR PAPER

(Subject custodian: Department of Operations Management)

Students acquire the ability to manage a project at a strategic level, with particular reference to skills, such as project planning, implementation, assessment and maintenance. (Total tuition time: ± 32 hours)

R

RESEARCH METHODOLOGY (RMD100L) 1 X 3-HOUR PAPER

(Subject custodian: Department of Business and Information Management Services)

Students acquire the skills to use research statistics and complete research projects. (Total tuition time: ± 64 hours)

