

DOCTOR TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

Qualification code: DTCC01 - NQF Level 8

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 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 Students' Rules and Regulations.
- 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 |

