

## MAGISTER TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

Qualification code: MTCC01 - 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 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 Students' Rules and Regulations.
- 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>

