

## ADVANCED DIPLOMA IN CONTACT CENTRE MANAGEMENT

Qualification code: ADCC20 - NQF Level 7 (120 credits)

SAQA ID: 110440, CHE NUMBER: H/H16/E122CAN

Campus where offered:

Pretoria Campus

### REMARKS

- a. *Admission requirement(s):*  
A Diploma or National Diploma in Contact Centre Management, **or** a relevant bachelor's degree, **or** any other equivalent qualification at NQF 6 with minimum 360 credits.
- b. *Selection criteria:*  
Admission is subject to selection. All applicants received by the published due date will be evaluated and ranked according to the average achieved for all third-year subjects. Only the top performing applicants will be selected as per Departmental Student Enrolment Plan (SEP). Selection will be done in January and results will be published on departmental notice boards and communicated to applicants per e-mail.
- c. *Recognition of Prior Learning (RPL), equivalence and status:*  
See Chapter 30 of Students' Rules and Regulations.
- d. *Intake for the qualification:*  
January only.
- e. *Presentation:*  
Evening classes.
- f. *Minimum duration:*  
One year.
- g. *Exclusion and readmission:*  
See Chapter 2 of Students' Rules and Regulations.

### CURRICULUM

#### ATTENDANCE

CODE	MODULE	NQF-L	CREDIT
CCM107V	Contact Centre Management IV	(7)	(30)
CCR107V	Contact Centre Customer Relations IV	(7)	(30)
HRM107V	Human Resource Management IV	(7)	(30)
RCC107V	Research Methodology IV	(7)	(30)
TOTAL CREDITS FOR THE QUALIFICATION:			<b>120</b>



## MODULE 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 module. On 18 October 2019, the syllabus content was defined as follows:

### C

#### **CONTACT CENTRE CUSTOMER RELATIONS IV (CCR107V) 1 X 3-HOUR PAPER** **(Module custodian: Department of Business and Information Management Services)**

The module equips students with applied competence in the implementation of the steps in the strategic sales management process. Students gain knowledge of, and skills to organise and develop the sales force with special emphasis on the methods for setting up sales forecasts and sales budgets. Students also learn about the importance of applying different business-to-business sales and customer relationship management strategies as well as process management skill such as supervising, leading and managing techniques. (Total tuition time: ± 90 hours)

#### **CONTACT CENTRE MANAGEMENT IV (CCM107V) 1 X 3-HOUR PAPER** **(Module custodian: Department of Business and Information Management Services)**

The Contact Centre Management IV module is to deepen graduates' knowledge and understanding of the theories, methodologies and practices associated with the management of advanced contact centers as well as to develop applied competence to perform functional managerial activities. (Total tuition time: ± 90 hours)

### H

#### **HUMAN RESOURCE MANAGEMENT IV (HRM107V) 1 X 3-HOUR PAPER** **(Module custodian: Department of People Management and Development)**

The purpose of this module is to enable students to comprehend that strategic human resources management is concerned with longer-term people issues, commitment and matching people to future needs in the workplace. Reinforcing attention on the need to base HRM strategies and processes on the requirement to and processes on the requirement to create value through people and thus further the achievement of organisational goals. The role of HR specialists as business partners is also accentuated as well as HR competence. (Total tuition time: ± 90 hours)

### R

#### **RESEARCH METHODOLOGY (RCC107V) 1 X 3-HOUR PAPER** **(Module custodian: Department of Business and Information Management Services)**

Introduction to scientific research. Literature review management. Research design and approaches, how to identify and link them with suitable research studies. Ethical research principles. Develop a research plan. (Total tuition time: ± 90 hours)

