

# BACCALAUREUS TECHNOLOGIAE: CONTACT CENTRE MANAGEMENT

## Qualification code: BTCC01 - NQF Level 7

Campus where offered: Pretoria Campus (block-mode classes, offered in the evening)  
Last year of new intake: 2019  
Teach-out (phase-out) date: 31 December 2022

Students registered for this qualification should complete their studies according to the teach-out date prescribed for the qualification, subject to the stipulations of Regulation 3.1.11 and 3.1.13 in the Students' Rules and Regulations.

Information on phased-out programmes can be obtained from the TUT website, [www.tut.ac.za](http://www.tut.ac.za).

Key to asterisks:

\* Information does not correspond to information in Report 151.

(Deviations approved by the Senate in August 2005.)

### CURRICULUM

Consult the 2019 Faculty Prospectus for the full contents of the qualification.

### 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: |                                       | <b>1,000</b> |

### 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. At time of publication, 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)

