

# POSTGRADUATE DIPLOMA IN CONTACT CENTRE MANAGEMENT

PGDip (Contact Centre Management) - NQF Level 8 (120 credits)

Qualification code: PDCC22

SAQA ID: 117969, CHE NUMBER: H/H16/E207CAN

Campus where offered: Pretoria Campus

## REMARKS

- a. *Admission requirement(s):*  
An Advanced Diploma in Contact Centre Management, **or** a Baccalaureus Technologiae: Contact Centre Management, **or** a Bachelor's degree in Contact Centre Management, **or** an equivalent qualification at NQF Level 7.
- Holders of any other equivalent South African or international qualification may also be considered, see Chapter 1 of Students' Rules and Regulations.
- b. *Selection criteria:*  
Admission is subject to selection. All applicants received by the published due date will be evaluated and ranked according to the previous related qualification obtained. 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

### YEAR MODULES

CODE	MODULE	NQF-L	CREDIT
CCR108G	Contact Centre Customer Relations V	(8)	(30)
CCM108G	Contact Centre Management V	(8)	(30)
HRM108G	Human Resource Management V	(8)	(30)
RCC108G	Advanced Research Methodology V	(8)	(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. At time of publication, the syllabus content was defined as follows:

### A

#### **ADVANCED RESEARCH METHODOLOGY V (RCC108G)**

#### **CONTINUOUS ASSESSMENT**

*(Module custodian: Department of Business and Information Management Services)*

Identify and formulate research idea and problem. Conduct a literature review. Select a research approach and develop an appropriate research design. Plan the research methods. Gain access and research ethics. Piloting data collection instrument. Data analysis techniques. Outline of the research report. Prepare defendable research proposal. Present and communicate a final draft of a research proposal to a range of audiences. (Total notional time: 300 hours)

### C

#### **CONTACT CENTRE CUSTOMER RELATIONS V (CCR108G)**

#### **CONTINUOUS ASSESSMENT**

*(Module custodian: Department of Business and Information Management Services)*

The purpose of this module is to equip students with applied competence in management skills for effective management of customer relations as an integral part of contact centre operations. In order to understand different customer care management skills, students will be introduced to antecedents of relationship management, relationship loyalty, customer acquisition, retention and trust. The module further helps students develop confidence, discipline and problem-solving skills in order to build and maintain good relationships with their customers for the benefit of their organisation. (Total notional time: 300 hours)

#### **CONTACT CENTRE MANAGEMENT V (CCM108G)**

#### **CONTINUOUS ASSESSMENT**

*(Module custodian: Department of Business and Information Management Services)*

This module aims to encourage understanding, knowledge and critical appraisal of the strategic management of contact centres. Students will gain knowledge of, and skills to manage advanced contact centres business processes, advice senior management on the selection of the latest technological resources to enhance productivity, analyse the investment of contact centre employees through the application of people management functions such as performance management, compensation, absenteeism and retention. (Total notional time: 300 hours)

### H

#### **HUMAN RESOURCE MANAGEMENT V (HRM108G)**

#### **1 X 4-HOUR PAPER (OPEN BOOK)**

*(Module custodian: Department of People Management and Development)*

The purpose of the module is to enable students to demonstrate knowledge to strategically manage the Human Resource Management (HRM) process within the contact centre and to develop people management skills essential for human resource work, such as interviewing, coaching, managing conflict and managing performance. Students will be able to function as a strategic HRM partner in consultation with management within a contact centre environment. (Total notional time: 300 hours)

