Call Centre Management S00238

Advanced Certificate Course

Skills Academy Provider Program

The **Call Centre Management Advanced Certificate Course** is the intermediate level of the Call Centre Management programme offered by Skills Academy which focuses at developing the practical knowledge and application of service delivery related to call centre operations and customer service. It consists of four subjects which are aimed at strengthening the foundation of call centre personnel.

Entrance Requirements

Grade 11/ Standard 9 or an equivalent qualification

Course Duration

8 months

Subjects

- Face to Face Communication
- Call Centre
- Managing Performance
- Customer Satisfaction
- Call Centre Management
- Office Management

Certification

Call Centre Management Advanced Certificate Course graduates receives a Skills Academy Advanced Certificate in Call Centre Management

Message From The Principal

You are making the right choice. This is the point where you change your life. Let us help you!

Magic Info About This Course

In South Africa, the typical call centre agent has only a matriculation certificate and only 2% typically hire agents with a University degree.

Your Lecturer

Hi there my name is **Liberty Mazumba** and I am your lecturer for **Call Centre Management.** I have a Bachelor of Technology in Project Management and I am currently studying a Master of Technology in Business. Being from a humble background, I am very keen to see what life will be like when I pursue my dreams. I am interested in the dynamic world of academics and business and this helps to keep me posted on the current affairs.

Who Is Skills Academy?

Everybody has the Right to Study. Once you have started your studies; we make sure that you finish it successfully.

The right advice before you start - chat to a friendly Course Expert, who will make sure you register on the right course for you.
We love helping students - your tutors and lecturers are full-time employees at Skills Academy. With lots of experience and expertise in helping adult students.
Online study groups for daily help with your studies, contact with other students and one-on-one sessions with your lecturers so that you can…
Study at the speed that works for you – we will keep motivating and helping you to finish. And if you need a little more time, we will make sure you get that time.
Great study Notes - our study notes are developed by experts who really understand Home Study. Just the materials you need, when you need them; and nothing more. We give you help and feedback, and you can re-submit your assignment to get a better mark.

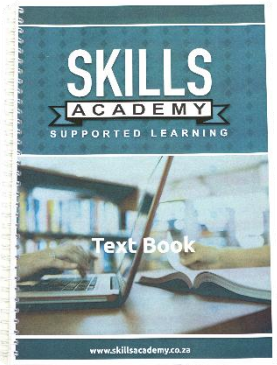
Skills Academy History

Skills Academy is part of the Home Study Group, with over 30 years' experience in home study or distance learning. Our team includes people who have been involved in home study for over 25 years. We are accredited by both the ICB (Institute of Certified Bookkeepers), as well as FASSET (the SETA for Finance, Accounting and Management Consulting).

Call Centre Management Career Path Options

Call Centre Staff →	Call Centre Supervisor →	Customer Service Manager
Customer Service Supervisor →	Call Centre Manager →	Call Centre Director
Customer Service Trainer →	Training Manager →	Training & Devlopment Manager
Customer Service Supervisor →	Customer Service Manager →	Customer Service Director

Course Material



Students will receive the following material with this course:

- Orientation Guide
- Face to Face Communication Textbook and Study Guide
- Call Centre Textbook and Study Guide
- Call Centre Data Disc
- Management Performance Textbook and Study Guide
- Management Performance Data Disc
- Customer Satisfaction Textbook and Study Guide
- Call Centre Management Textbook and Study Guide
- Office Management Textbook and Study Guide

We always have our students at heart so we don't just send you books, we also provide you with worked examples and videos that will assist you - our students - to understand more about the subjects.

Career Options

Call Centre Management Short Course certificate holders are able to continue their studies further to higher level certificates.

This will enable students to work as:

- Call Centre Agents
- Customer Service Agents
- Assistants Or Administrators To Senior Call Centre Managers

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TWP Study Groups

Together We Pass is an online study group resource for students. TWP takes the loneliness out of home study by facilitating learning through peer-to-peer study groups, helping you to pass your course easily. TWP offers you these great features:

- Your lecturer is online daily to help you
- 1 Hour response time to your queries
- Resource tab for sharing extra resources
- Chat forum for extra help and support
- Admin and general support
- Discuss assignments and get help with assessments
- Daily emails to let you know what is happening in your study group

Call Skills Academy on 0800 39 00 27 for more info

CALL SKILLS ACADEMY TODAY!

0800 39 00 27