



Contact Centre Manager

Information on the Occupational Profile Submitted for Comment

11 September 2013

| | |
|---|---|
| Introduction | 2 |
| The revised qualification landscape | 2 |
| This Occupational Certificate..... | 3 |
| Circulation for comment and approval..... | 3 |
| The Public Comment Section | 4 |
| How do I comment?..... | 4 |
| What should I be looking for?..... | 4 |

Introduction

The revised qualification landscape

| | |
|------------------------------------|--|
| QCTO | <p>The QCTO is a new body established in terms of the NQF and the Skills Development Acts to oversee the establishment and quality assurance of a sub-framework of the NQF for trades and occupations.</p> <p>It became operational on 1 April 2010 and published its policies in relation to occupational qualifications in June 2011.</p> |
| Occupational qualifications | <p>Occupational qualifications are a feature of the revised National Qualifications Framework and are designed to address skills needs in the labour market. They will replace legacy occupational qualifications such as those for the trades and work-focused unit standards-based qualifications.</p> |
| Implications | <p>The occupational profile and curriculum summary attached to this document will form the basis of a revised curriculum or training framework, which will in future be used for the training of persons employed in the specified occupation.</p> <p>Learnerships based on current unit standards-based qualifications will be replaced by learning programs delivered aligned with the new qualification we are currently developing.</p> |
| Curriculum | <p>Occupational qualifications are based on the development of an occupational curriculum which sets specifications for:</p> <ul style="list-style-type: none">• Theory and knowledge• The practical skills which underpin the work• The work experience requirements which develop occupational competence <p>Each of these will contain the internal (provider) assessment requirements as well as the criteria for the accreditation of providers and the approval of workplaces.</p> |
| External assessment | <p>Occupational qualifications are also based on the development of a set of specifications for an external final integrated summative assessment which reflects occupational competence, i.e. a kind of 'board exam' or 'trade test'. The external assessment will be managed and administered by a body appointed for this purpose in terms of a Service Level Agreement with the QCTO.</p> |

This Occupational Certificate

Background

The Services SETA applied to the *Quality Council for Trades and Occupations* to develop occupational qualifications for Contact Centre Manager.

At a QCTO Scoping meeting held on 19 June 2013, stakeholders with an interest in this occupation from a variety of sectors confirmed:

- The scope of the occupational qualification
 - Appointment of the Services SETA as the QCTO's Development Quality Partner (DQP) to resource, co-ordinate and manage the development process
 - To address this curriculum development project for the Contact Centre Manager as a future Occupational Certificate.
 - The Services SETA will also act as the QCTO's Assessment Quality Partner (AQP) and will manage the external assessment process
-

Working group

A working group has met on a number of dates and developed the Occupational Profile and curriculum summary that will guide the further curriculum development processes.

The working group consisted of the following recognised experts:

- Gerhard Struwig
 - Lynette Morris
 - Wendy McNally
 - Windy Mthembu
 - Johann Dehning
 - Traci Freeman
 - Louise Stone
 - David Jooste
 - Russel Morena
 - Johnny Ndlovu
 - Thule Masike
 - Jabulani Ntshingila
 - Gizelle McIntyre
 - Janelle Gravitt
 - Henrietta Erlank
 - Tommy van Kollen
 - Gift Serero
 - Rhulani Hlungwani
-

Circulation for comment and approval

Attached documents

The occupational profile and curriculum summary has been attached for your insight and comment.

Contact Centre Manager

Submission of comments

Should you have any questions contact;

Wadzanai Chigu 011 276 9614

Thuli Mabizela 011 694 8610

All comments, suggestions or change requests, please submit these in writing to following e-mail:

ogd@serviceseta.org.za

Closing date

Submissions are due by close of business on **30 September 2013**.

Replace

This occupational qualification, once registered, will replace any training schedules, unit standards-based qualifications or specific industry qualifications for Contact Centre Manager.

The Public Comment Section

How do I comment?

Read the document that was sent to you as a separate attachment to the mail you received.

What should I be looking for?

Edit the following section.

Respond to the questions listed in this section.

Then copy and paste this section into an email and send it to

ogd@serviceseta.org.za by **30 September 2013**.

Occupational title

Is Contact Centre Manager the most appropriate title?

Delete whichever is not applicable

Possible Alternative Titles for your consideration:

I agree/I disagree.

I suggest:

Occupational Purpose

Does the profile reflect what you think is the key focus of any Contact Centre Manager's work?

Delete whichever is not applicable

I agree/I disagree.

I suggest:

Contact Centre Manager

Occupational Task Statements Do these tasks reflect the key performance areas of a Contact Centre Manager's work?

If a Contact Centre Manager is competent, would you expect him/her to perform these tasks? Or is there something that you would expect in addition, bearing in mind that a national occupational profile cannot reflect organisation-specific duties or tasks?

Delete whichever is not applicable I agree/I disagree.
I suggest:

Practical skills and work experience Are the practical skills (off-the-job) and work experience activities (on-the-job) sufficient?

Or are there additional skills they should learn or additional workplace processes and activities the apprentices should be exposed to?

Delete whichever is not applicable I agree that these broadly define what learner should learn and be exposed to in the work place

I agree/I disagree.
I suggest:

Further Comments Further comments submitted for consideration by the Work Group
