



Tshwane University  
of Technology

We empower people



Study Fully Online

# Master of Management Sciences in Contact Centre Management

## Programme Description

The Master of Management Sciences in Contact Centre Management at Tshwane University of Technology offers an advanced curriculum designed to equip students with strategic and operational expertise in contact centre management. Students will learn about the latest technologies, customer relationship management, and performance optimisation strategies crucial for effective contact centre operations. The programme emphasises both theoretical knowledge and practical skills, preparing graduates to tackle real-world challenges in the contact centre industry. Through a combination of research projects and hands-on training, students will develop the leadership capabilities and analytical skills needed to drive innovation and efficiency in contact centres.

## You will learn

- Advanced leadership and management skills.
- Strategic decision-making through quantitative analysis and financial management.
- Ethical marketing principles and practices tailored for contact centres.
- Integration and application of emerging contact centre technologies.
- Research skills to identify, analyse, and solve real-world industry challenges.

## Overview

**SAQA ID:**  
119830

**Number of modules:**  
13

**Total credits:**  
180

**Mode of study:**  
Fully online

**Study duration:**  
2 years

**Module duration:**  
8 weeks (7 weeks of study and one-week break)

**How much time to commit:**  
12 to 15 hours per week

## Modules and credits

Global leadership A	10
Global leadership B	10
Analytical Methods A	10
Analytical Methods B	10
Ethics in the Marketplace A	10
Ethics in the Marketplace B	10
Project Management A	10
Project Management B	10
Contact Centre Tech A	10
Contact Centre Tech B	10
Digital Marketing A	10
Digital Marketing B	10
Research Project	60

## Admission requirements

To apply for this qualification, a student requires:

- A Postgraduate Diploma in Contact Centre management (or an equivalent qualification)

**OR**

- A relevant honours degree in a related field

**OR**

- A professional bachelor’s degree at NQF Level 8

## Fees

To see a breakdown of the fees, please visit our Fees page.

Visit Fees Page

