



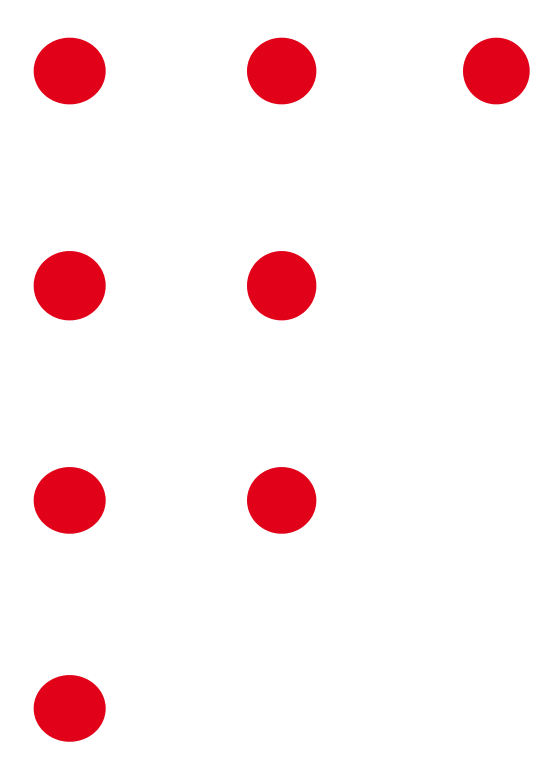
**Tshwane University  
of Technology**

*We empower people*

**Study Fully Online**

**Higher Certificate in  
Contact Centre Management**





## Overview

**Study duration:** 2 years

**Number of modules:** 12

**Total credits:** 120

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

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

**Mode of study:** Fully online

## What you will learn

The Higher Certificate in Contact Centre Management will equip you with competencies in the fields of communication, contact centre management and customer relations. It makes use of current technologies which will enable you to occupy various contact centre positions and will make you competent with technology. This is an entry-level qualification with a vocational and industry orientation. It provides current contact centre professionals with this much-needed qualification to grow their capabilities and expertise. It strikes a balance between the conceptual (knowledge) and contextual (practical) aspects of the learning experience.

## Admission requirements

To apply for this qualification, a student requires:

- A National Senior Certificate (NSC) with Higher Certificate admission with a minimum of 40% in English and APS 20?

**OR**

- A National Certificate (Vocational) NC(V) with Higher Certificate admission, with a minimum of 40% in English, 30% for Mathematics or Mathematics Literacy, and an APS 20 (excluding Life Orientation).

**OR**

- A Senior Certificate or an equivalent qualification, with an E (40% to 49%) symbol at Higher Grade or a D (50% to 59) symbol at Standard Grade for English.

To see a breakdown of the fees, please visit our [Fees page](#).





## Modules and credits

Modules	Credits
Communication for Academic Purposes	10
Contact Centre Operations	11
Customer Relations	11
Team Dynamics	11
Service Quality	11
Fundamentals of Personal Computing	8
Fundamentals of Presentation Software	10
Fundamentals of Data Processing Software	12
Fundamentals of Information Processing Software	12
Fundamentals of Collaboration and Management Software	8
Fundamentals of Social Media and Computer Security	8
Fundamentals of Business Communication	8
<b>TOTAL CREDITS</b>	<b>120</b>





**Tshwane University  
of Technology**

*We empower people*

## About TUT

TUT embraces engaged scholarship and is committed to breaking down the ivory towers of academia by finding authentic and enduring solutions to our community's most pressing problems. We empower our graduates by future-proofing them to successfully negotiate the rapidly changing world of work and make a tangible movement towards civic renewal.

Email: [enquiries@online.tut.ac.za](mailto:enquiries@online.tut.ac.za)

Visit: [online.tut.ac.za](http://online.tut.ac.za)