Tshwane University of Technology

We empower people

Study Fully Online

Higher Certificate in Contact Centre Management

Programme Description

With a Higher Certificate in Contact Centre Management, graduates are equipped to work in fast-paced customer service environments across a range of industries. The programme is aligned with industry demands and provides practical skills in communication, customer engagement, and contact centre operations using current technologies. It is ideal for both new entrants and existing professionals seeking to formalise their experience and advance their careers. Students will gain a strong foundation in customer relationship management, contact centre systems, and supervisory practices, enabling them to contribute to service excellence and operational efficiency in modern contact centre settings.

You will learn

- Effective communication techniques for customer engagement.
- Principles of contact centre operations and team management.
- Customer service and relationship-building strategies.
- How to use current contact centre technologies and systems.
- A balanced understanding of theoretical knowledge and real-world application.

Overview

SAQA ID:
119802

Number of modules:
12

Total credits:
120

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

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

Admission requirements

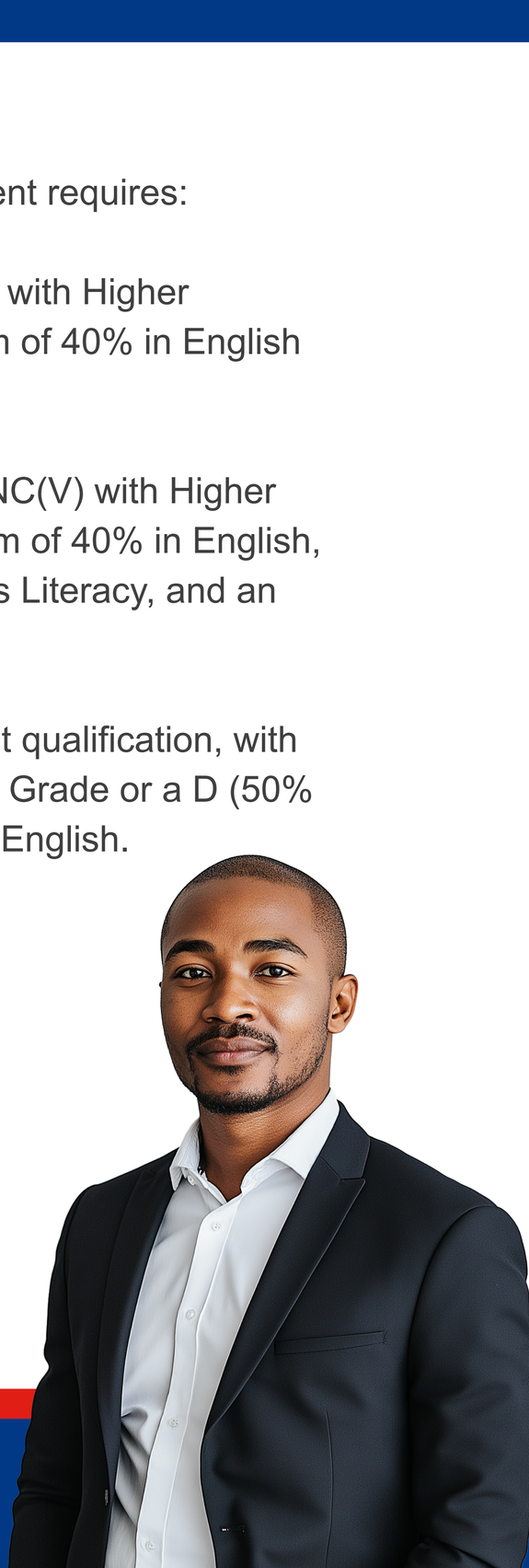
To apply for this qualification, a student requires:

• 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.

Fees

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

Visit Fees Page



Get in touch **Email:** enquiries@online.tut.ac.za **Visit:** online.tut.ac.za