Tshwane University of Technology

We empower people

A student can complete this programme in 1 year (full-time) or 2 years (part-time). Taking the full-time track has a cost implication as a student will need to register for more modules at a time.

Higher Certificate in Contact Centre Management

Fees 2026

Total programme fee	**R28.700**
Credits	120
Cost per programme credit	±R239

Module Code	Module Name	Credits	Cost
CAP125N	Communication for Academic Purposes	10	R2.320
CCN125N	Contact Centre Operations	11	R2.550
CUR125N	Customer Relations	11	R2.550
TDY125N	Team Dynamics	11	R2.550
SQU125N	Service Quality	11	R2.550
PCF125N	Fundamentals of Personal Computing	8	R1.850
SSF125N	Fundamentals of Presentation Software	10	R2.320
DPF125N	Fundamentals of Data Processing Software	12	R2.780
IPF125N	Fundamentals of Information Processing Software	12	R3.680
CMF125N	Fundamentals of Collaboration and Management Software	8	R1.850
SCF125F	Fundamentals of Social Media and Computer Security	8	R1.850
BCF125N	Fundamentals of Business Communication	8	R1.850
TOTAL CREDITS and FEES		**120**	**R28.700**

- **These are the fees for 2026. Fees are subject to an annual increase.**