

Higher Certificate in Contact Centre Operations (HCCCO500)

**FACT
SHEET**

Higher Certificate in Contact Centre Operations

This qualification provides students with foundational and supervisory skills required to manage and operate contact centres efficiently. It combines theoretical knowledge with applied skills relevant to contact centre environments, enabling progression in sectors such as customer service, finance, telecommunications, and retail

Target Learners:

School-leavers or adult learners aiming for careers in contact centres.
Existing employees seeking upward mobility into team leadership or operational roles

Qualification Type:

Aligned with the Higher Education Qualifications Sub-Framework (HEQSF)



Modules

* Prescribed textbooks, must be obtained by students at their own cost prior to the commencement of classes

Module Codes	Description	Credits	Semester
HCCC0501	Introductory Studies for Contact Centre Managers	3	1
HCCC0502	Operational Supervision	3	1
BC100	Business Communication	3	1
FACC102	Fundamentals of Accounting	3	1
HCCC0503	Communication	3	2
HCCC0504	Operational Management	3	2
HCCC0505	People Management	3	2
HCCC0506	Industrial Relations Management	3	2
HCCC0507	Contact Centre Technology, Systems and Processes	3	2
HCCC0508	Contact Centre Quality Management	3	2
HCCC0509	Supplier Management	3	2
HCCC0510	Customer Management	3	2
HCCC0511	Financial Management Concepts	3	2



Assessment strategy

- Formative assessments: quizzes, written assignments, discussion forums
- Summative assessments: final exams, case study analyses, research-based tasks
- No workplace-based learning component

Career Opportunities:

- Contact Centre Supervisor
- Team Leader
- Workforce/Operations Planner
- Customer Service Manager
- Quality and Training Coordinator

Admission Requirements

- National Senior Certificate (NSC) or equivalent NQF Level 4 qualification.
- Candidates with relevant workplace experience may be considered through Recognition of Prior Learning (RPL).



Outcomes

- Supervise and manage contact centre teams and operations.
- Use communication effectively across business contexts.
- Manage contact centre systems, quality, and customer relationships.
- Understand core business finance and accounting principles.
- Apply ethical leadership and compliance in workplace settings.

Completion Time

- 1 year full-time / 2 years part-time