



Call Centre Operator Certificate

OFFICIAL ACADEMIC PROSPECTUS & CURRICULUM GUIDE

NQF Level: Industry Certification | **Credits:** N/A

Delivery: Online

Print Date: June 30, 2026

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PROGRAMME OVERVIEW

| | |
|--------------------|---|
| PROGRAMME DURATION | 1 Month |
| ACADEMIC LEVEL | Industry Certification |
| TOTAL CREDITS | N/A |
| SAQA REGISTRATION | Pending |
| MODE OF DELIVERY | Online |
| TOTAL INVESTMENT | R 4,500 (Registration Deposit: R 799) |

Executive Introduction

Learners develop professional call centre operation skills including telephone etiquette, customer interaction techniques, query resolution, and system usage required for effective contact centre performance and service delivery.

PURPOSE OF THE LEARNING PROGRAMME

Outcomes are currently being formalized.

MODULE BREAKDOWN

Module 01: Communication Skills

Voice training and listening skills.

Module 02: Customer Service

Handling difficult customers.

Module 03: Contact Centre Tech

Using CRM and Dialer systems.

Module 04: Sales Techniques

Closing deals and objections.

NEXT STEPS & APPLICATION

Ready to definitively advance your professional trajectory? Formal applications are currently open for the upcoming academic cycle. To securely guarantee your placement in the next intake for **Call Centre Operator Certificate**, please complete our online application process or contact our admissions advisory team directly.

CONTACT ADMISSIONS

Official Email: apply@softkingsacademy.co.za

Academy Website: www.skacademy.co.za

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DIGITAL STUDENT PORTALS

Studentzone: portal.skacademy.co.za

Exam Centre: exams.skacademy.co.za

Verify Certificate: skacademy.co.za/verify-certificate

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