



# Call Centre Operator Certificate

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OFFICIAL ACADEMIC PROSPECTUS & CURRICULUM GUIDE

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

**Delivery:** Online

**Print Date:** May 15, 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	<b>R 4,500</b> (Registration Deposit: R 799)

### Executive Introduction

The modern call centre is the absolute frontline of global business communication and brand reputation. Our Call Centre Operator Certificate is an intensive, highly demanding track designed specifically to produce the 'Voice of the Brand.' This rigorous programme goes far beyond simply answering phones, immersing students deeply in the advanced telephony software, CRM systems, and complex psychological techniques required to flawlessly manage thousands of high-stakes client interactions.

Participants will deeply master the art of verbal fluency, highly active listening, and rapid conflict resolution under extreme pressure. The curriculum heavily emphasizes 'First-Call Resolution (FCR),' teaching you exactly how to rapidly use internal knowledge bases and technical diagnostic tools to resolve user issues instantly and highly accurately. We focus intensely on the 'Digital Workflow' of the modern operator—ensuring you can rapidly log data, navigate multiple complex screens, and speak calmly with highly stressed clients simultaneously without missing a single beat.

In a modern world where customer experience is the absolute only differentiator, you graduate as an elite, highly sought-after communication professional. By the strict end of the course, you will possess the technical speed and deep emotional intelligence required to thrive in high-volume contact centres for massive global banks, airlines, and tech support firms. You emerge with the specialized, highly refined skills

that make you an entirely indispensable ambassador for any global corporate brand.

## PURPOSE OF THE LEARNING PROGRAMME

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To produce the absolute most skilled, articulate, and highly professional contact centre operators in the global market. The primary purpose is to ensure that graduates can deliver world-class, flawless customer service that massively boosts brand loyalty and protects organizational reputation.

To master the highly complex art of 'High-Efficiency' digital communication and triage. We aim to train professionals who can flawlessly leverage modern CRM and advanced VOIP tools to manage complex client interactions with maximum speed and absolute data entry accuracy.

To instill highly advanced conflict resolution and psychological de-escalation skills. The objective is to produce graduates who can completely maintain corporate reputation even in the most high-stress situations, rapidly turning angry customers into long-term, highly loyal brand advocates.

To heavily address the massive global demand for high-tier talent in the BPO (Business Process Outsourcing) sector. This programme provides the incredibly rigorous training required to easily meet the stringent performance metrics and Quality Assurance (QA) standards of international call centre giants.

To drastically increase the employability and career longevity of communication professionals. Our purpose is to give our students the specific technical and high-level linguistic skills that command deep respect and rapid career growth within the highly lucrative global service economy.

## 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.

## PRACTICAL LAB ENVIRONMENTS

This programme includes intensive hands-on practical labs designed to bridge the gap between theoretical knowledge and real-world industrial application.

### Lab 1: Call Script Development

Write scripts for inbound/outbound scenarios. Deliverable: Script library for 3 call types.

### Lab 2: CRM Data Entry Practice

Log calls, update records, and set follow-ups. Deliverable: CRM screenshot + activity log.

### Lab 3: Objection Handling Role-Play

Practice responses to common objections. Deliverable: Recorded role-play + coach feedback.

### Lab 4: Quality Assurance Audit

Evaluate call recordings against KPIs. Deliverable: QA scorecard + improvement plan.

## CAREER FIELDS & OPPORTUNITIES

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Graduates of this learning programme are aggressively equipped with the specialized competencies required to pursue the following elite professional roles within the global industry:

<b>CALL CENTRE AGENT</b>	Advance your career as a Call Centre Agent in the industry.
<b>CUSTOMER SUPPORT REPRESENTATIVE</b>	Advance your career as a Customer Support Representative in the industry.
<b>TELEMARKETING SPECIALIST</b>	Advance your career as a Telemarketing Specialist in the industry.
<b>INBOUND/OUTBOUND OPERATOR</b>	Advance your career as a Inbound/Outbound Operator in the industry.
<b>CONTACT CENTRE TEAM MEMBER</b>	Advance your career as a Contact Centre Team Member in the industry.
<b>QUALITY ASSURANCE MONITOR</b>	Advance your career as a Quality Assurance Monitor in the industry.
<b>CUSTOMER RETENTION SPECIALIST</b>	Advance your career as a Customer Retention Specialist in the industry.

## 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](mailto:apply@softkingsacademy.co.za)

**Academy Website:** [www.skacademy.co.za](http://www.skacademy.co.za)

**WhatsApp:** +27 69 271 9901

**Tel:** +27 21 1097 366 | +27 12 004 3732 | +27 70 5422 373

### DIGITAL STUDENT PORTALS

**Studentzone:** [portal.skacademy.co.za](http://portal.skacademy.co.za)

**Exam Centre:** [exams.skacademy.co.za](http://exams.skacademy.co.za)

**Verify Certificate:** [skacademy.co.za/verify-certificate](http://skacademy.co.za/verify-certificate)

**APPLY ONLINE NOW**

SOFTKINGS ACADEMY IS FORMALLY COMMITTED TO PROVIDING INDUSTRY-LEADING, ACCREDITED SKILLS DEVELOPMENT.

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INFORMATION CONTAINED WITHIN THIS PROSPECTUS IS CORRECT AT THE TIME OF PRINTING.