



# Call Centre Operator Certificate

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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	<b>R 4,500</b> (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

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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](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.