

**RPL TOOLKIT – INSTRUMENT 02 – ASSESSMENT MATRIX (MODULES)***To be completed by the accredited SDP*

RPL Candidate Details		SDP Details	
Candidate Name		SDP Entity Name	
Candidate ID No.		SDP Representative Name	
RPL Occupational Qualification Title	Occupational Certificate: Contact Centre Manager	SDP QCTO Accreditation No.	
SAQA ID	99687	Assessor Name	
Credits and NQF Level	285, L5	Assessor Registration No.	

*The assessment matrix gives an outline of the various means of verification for every module across all three components of learning*

Performance Criteria All criteria must be aligned with the curriculum of the SAQA Registered Occupational Qualification	SAQA Credits	Means of Verification tick ✓ if applicable, cross x if not					Met/Not Met	Gap Credits
		POE	Testimonial	Questioning/ Interview	Assessment Task	Workplace Observation		
Knowledge Modules (insert/delete rows as per qualification):								
143905000-KM-01, Introductory studies for Contact Centre Managers, Level 4, 4 Credits.								
143905000-KM-02, Communication, Level 4, 4 Credits.								
143905000-KM-03, Operational Supervision, Level 4, 4 Credits.								
143905000-KM-04, Operational Management, Level 5, 4 Credits.								
143905000-KM-05, People Management, Level 5, 6 Credits.								
143905000-KM-06, Industrial Relations Management, Level 5, 8 Credits.								

143905000-KM-07, Contact Centre Technology, Systems and Processes, Level 5, 10 Credits.								
143905000-KM-08, Contact Centre Quality Management, Level 5, 10 Credits.								
143905000-KM-09, Supplier management, Level 6, 10 Credits.								
143905000-KM-10, Customer management, Level 6, 10 Credits.								
143905000-KM-11, Financial management concepts, Level 5, 10 Credits.								
Total number of credits for Knowledge Modules: 80								
<b>Practical Skill Modules (insert/delete rows as per qualification):</b>								
143905000-PM-01, Provide budgeting services, Level 4, 4 Credits.								
143905000-PM-02, Read and interpret financial documents, Level 5, 8 Credits.								
143905000-PM-03, Maintain productive and effective work teams, Level 4, 4 Credits.								
143905000-PM-04, Develop operational plans and manage performance levels, Level 5, 8 Credits.								
143905000-PM-05, Manage service level agreements, Level 6, 8 Credits.								
143905000-PM-06, Supervise personnel, Level 4, 6 Credits.								
143905000-PM-07, Attend to personnel planning, management and control, Level 5, 8 Credits.								
143905000-PM-08, Attend to industrial relations management and control, Level 5, 8 Credits.								
143905000-PM-09, Attend to performance and training management and control, Level 5, 4 Credits.								
143905000-PM-10, Administer supplier service level agreements, Level 6, 6 Credits.								
143905000-PM-11, Attend to customer/client/supplier communication, Level 6, 8 Credits.								
143905000-PM-12, Assure the output of the service delivery by agents, Level 6, 8 Credits.								

143905000-PM-13, Evaluate MIS reports and ensure system efficiency, Level 5, 6 Credits.								
143905000-PM-14, Manage a customer contact process, Level 6, 8 Credits.								
143905000-PM-15, Manage process and technology improvement projects, Level 5, 4 Credits.								
Total number of credits for Practical Skill Modules: 98.								
<b>Work Experience Modules (insert/delete rows as per qualification):</b>								
143905000-WM-01, Attend to standard financial control procedures in a contact centre environment, Level 6, 10 Credits.								
143905000-WM-02, Maintain productive and effective work teams for an operational unit in a contact centre, Level 4, 12 Credits.								
143905000-WM-03, Attend to operational target-and standard-setting processes in a contact centre environment, Level 5, 13 Credits.								
143905000-WM-04, Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level, Level 4, 8 Credits.								
143905000-WM-05, Attend to personnel management processes in a contact centre environment within the delegated functions of line management, Level 5, 16 Credits.								
143905000-WM-06, Attend to customer and supplier relations management processes in a contact centre environment, Level 6, 16 Credits.								
143905000-WM-07, Assure quality standards in a contact centre environment, Level 5, 16 Credits.								
143905000-WM-08, Attend to process and technology efficiency management processes in a contact centre environment, Level 5, 16 Credits.								
Total number of credits for Work Experience Modules: 107.								
<b>TOTALS</b>								



**Assessor Declaration**

I, the undersigned RPL Assessor and registered Subject Matter Expert, confirm that the assessment matrix has been completed accurately and reflects my professional judgement of the candidate's competence against the requirements of the registered Occupational Qualification. All decisions recorded are based on valid, authentic, current and sufficient evidence, supported by appropriate means of verification and documentary proof. I declare that the assessment was conducted fairly, transparently and in accordance with Services SETA and QCTO assessment requirements.

**Assessor/SME Name:** \_\_\_\_\_

**Services SETA Constituent Registration No.:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_