**RPL TOOLKIT – INSTRUMENT 03 – MAPPING MATRIX (EXIT LEVEL OUTCOMES)**

*To be completed by the SDP RPL Assessor*

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| **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.** |  |

*This matrix maps the modules to the assessment criteria for all SAQA registered occupational qualification exit level outcomes*

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| **Exit Level Outcomes Competency** | **Evidence Provided** | **Portfolio Reference** | **Assessor Comments** |
| 1. Manage and control costs of a contact centre. |  |  |  |
| 1. Manage and control operational planning and the achievement of operational targets. |  |  |  |
| 1. Manage personnel employed in a contact centre. |  |  |  |
| 1. Manage customer and supplier relations. |  |  |  |
| 1. Manage and assure the achievement of contact centre quality standards. |  |  |  |
| 1. Manage and control the efficiency of contact centre processes and technology. |  |  |  |

**Assessment Decision**

|  |  |
| --- | --- |
| **Competent / Not Yet Competent** |  |
| **Recommendations for Gap Training** |  |
| **RPL Assessor/SME Name** |  |
| **Signature** |  |
| **Date** |  |

**Assessor Declaration**

I, the undersigned RPL Assessor and registered Subject Matter Expert, confirm that the mapping 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 mapping was conducted fairly, transparently and in accordance with Services SETA and QCTO assessment requirements.

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

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

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

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