

RPL TOOLKIT – INSTRUMENT 03 – MAPPING MATRIX (EXIT LEVEL OUTCOMES)*To be completed by the SDP RPL Assessor*

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

Exit Level Outcomes Competency	Evidence Provided	Portfolio Reference	Assessor Comments
1. Manage and control costs of a contact centre.			
2. Manage and control operational planning and the achievement of operational targets.			
3. Manage personnel employed in a contact centre.			
4. Manage customer and supplier relations.			

5. Manage and assure the achievement of contact centre quality standards.			
6. 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: _____