

CONTACT CENTRE OPERATIONS COURSES

WE OFFER:

Short Learning Programmes



Oxbridge
Academy ✓

effortless excellence in education

Proudly part of the
ADvTECH Group,
the leader in private
education in Africa.

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WELCOME TO OXBRIDGE ACADEMY

WHY STUDY WITH US?

At Oxbridge Academy, we give you the opportunity to further your education while you acquire knowledge and skills that are relevant in the workplace.

Do you want the right skills to:

- Pursue a rewarding career?
- Earn a promotion in your current job?
- Earn a better income?
- Secure a job that improves your quality of life?
- Start your own business?

With Oxbridge Academy's flexible home study options, you can study a course that will give you the skills you need to achieve these goals — without having to give up your full-time occupation.



WHY HOME STUDY?

Distance learning, or home study, is recognised worldwide as an effective manner in which to further your education. It is highly flexible, and is therefore the **ideal option if you have a full-time job**, live in a small town far away from a residential college or university, or have family responsibilities that prevent you from attending classes.

Some of the benefits of home study are that you:

- Study from home
- Study at your own pace
- Save money on travelling expenses
- Are able to work full-time while you study



ENTRY REQUIREMENTS

To study with Oxbridge Academy, you need to meet the following minimum entry requirements:

- You need to be at least 16 years old.
- You need to be able to read and write in English (as all the course material is in English).
- You need to be willing to study independently from home (with assistance from a tutor via email).

There are many courses that you can study even if you haven't completed Matric. For some courses, though, additional entry requirements apply. Please have a look at the course information pages in this brochure to see the full entry requirements for each course.

CONTACT CENTRE OPERATIONS COURSES



Do you want to:

- Learn about advertising and promotions?
- Learn how to manage a contact centre?
- Understand consumer behaviour?
- Improve your knowledge of human relations and customer service?

With Oxbridge Academy, you can do all of the above by studying a contact centre operations course via distance learning.

Choose from one of four courses that have been developed to give you the knowledge and skills you need to work in the field of contact centre operations.

Courses are available in these categories:

- Short learning programmes

These non-accredited skills courses are designed to introduce you to the field of contact centre operations, and to equip you with fundamental knowledge and skills in this field, without requiring you to write any exams.

SHORT LEARNING PROGRAMMES



These non-accredited skills courses are designed to introduce you to the field of contact centre operation, and to equip you with fundamental knowledge and skills in this field, without requiring you to write any exams.

- You will be assessed through **written assignments**, which you can submit via post, email, or via the Online Student Portal.
- You will not be required to write any exams.

These short learning programmes are focused on skills development and are intended for personal improvement and improved performance in the workplace. The courses are offered, assessed, and certified by Oxbridge Academy and are not registered on the NQF.

[CLICK HERE TO FIND OUT MORE ABOUT SHORT LEARNING PROGRAMMES](#)

OXBRIDGE ACADEMY SHORT COURSE: CLIENT SERVICE FUNDAMENTALS

This short course covers the basics of human relations and will teach you how deal with clients by addressing client needs and expectations; thus, empowering employees to deliver top-notch service to clients. Studying this course will quickly equip you with the basic skills you need to improve on client service and human relations in the workplace.

COURSE CODE

CER1019-01

DURATION

6 months

REQUIREMENTS

No matric

COURSE SUBJECTS

Client Service Fundamentals

STATUS

Non-accredited short learning programme

ASSESSMENT AND AWARD

- 1 assignment
- No examinations

Upon completion of this course, students will be awarded an **Oxbridge Academy Short Course Certificate: Client Service Fundamentals** from Oxbridge Academy

FEES

Please contact us for course fees or visit our website:

*Please note that the registration fee shown applies to South African students only. Foreign students are required to pay a non-refundable R2400 deposit instead of a registration fee.

OXBRIDGE ACADEMY SKILLS CERTIFICATE: CONTACT CENTRE OPERATIONS

This course is designed to introduce you to the fundamental principles of contact centre operations, and will equip you with the basic skills that you need to work in a contact centre environment. Studying this course is a good option if you want to work in roles such as call centre agent, customer service consultant, or helpdesk agent.

COURSE CODE

CCO100-01

DURATION

8 months

REQUIREMENTS

No matric

COURSE SUBJECTS

Contact Centre Operations 101
Client Services and Human Relations 101
Contact Centre Operations 201
Consumer Behaviour 201

STATUS

Non-accredited short learning programme

ASSESSMENT AND AWARD

- 2 assignments per subject
- No examinations

Upon completion of this course, students will be awarded an **Oxbridge Academy Skills Certificate: Contact Centre Operations** from Oxbridge Academy.

FEES

Please contact us for course fees or visit our website:

*Please note that the registration fee shown applies to South African students only. Foreign students are required to pay a non-refundable R2400 deposit instead of a registration fee.

WHAT DOES THE FIELD OF CONTACT CENTRE OPERATIONS ENTAIL?

As a field of study, Contact Centre Operations deals with the functions of a contact centre, how it fits into the larger organisational structure, and how it can be used to collect and transmit valuable data.

What is a contact centre?

A contact centre is the central point in an organisation from which all customer data and customer interactions are managed. A contact centre is made up of people, processes and technologies, and forms an integral part of customer relationship management (CRM).

HOW YOU CAN BENEFIT BY STUDYING CONTACT CENTRE OPERATIONS AT OXBRIDGE ACADEMY:

When you study a contact centre operations course at Oxbridge Academy, you will:

- Have the opportunity to acquire job-relevant knowledge and skills.
- Be able to complete your course in your own time from home.
- Receive study material that is specifically designed to meet your needs as a distance learning student.
- Have access to academic support from a qualified tutor via email.
- Be able to pay your course fees in affordable monthly instalments.



WHAT CAREER OPPORTUNITIES ARE AVAILABLE?

A career in contact centre operations presents you with numerous possibilities. You can work as a **direct contact** between customers and the organisation, as a manager, or in a **behind-the-scenes** role where you implement, monitor and evaluate systems and processes. In a contact centre environment, managers and senior staff members are responsible for activities such as supervision of staff, capacity planning, quality assurance, and reporting on contact centre performance. Junior staff members are generally responsible for activities such as handling queries and complaints, logging faults, capturing data, assisting with administrative tasks, and generally maintaining a **high level of service delivery**.

Here are a few examples of the types of jobs that are available in the field:

- Call Centre Agent
- Campaign Manager
- Contact Centre Manager
- Contact Centre Operations Supervisor
- Contact Centre Team Leader
- Customer Service Consultant
- Helpdesk Consultant

The skills and characteristics that you will need to work in this field include:

- Professionalism
- Effective communication skills
- Interpersonal skills
- Computer skills
- Organisational skills
- Customer focus

Note: To work in a managerial role in a contact centre, you will usually need a few years of relevant experience.

WHAT OUR STUDENTS HAVE TO SAY

”

I would like to thank the professionalism that I received from the institution. I felt as if I was doing on the job training and they gave me a lot of experience.

- Thabani Bright Khumalo

[CLICK HERE TO READ MORE COMMENTS](#)

HOW DO YOU REGISTER FOR A COURSE?

Choose one of the options below:

- **Download** and complete the registration form, and send us your registration form and proof of payment via post or email:
- **Post:** PO Box 12723, Die Boord, 7613
- **Email:** registrar@oxbridgeacademy.edu.za

OR

- **Call** our Student Advisors on 021 1100 200 to register via telephone

OR

[CLICK HERE TO REGISTER ONLINE](#)

WHAT IS THE REGISTRATION FEE?

The registration fee represents an initial deposit, and contributes towards the activation of your course. Payment of the registration fee secures your Welcome Pack, which includes:

- Your personalised student card
- Your registration letter and information pack
- An outline of your payment plan
- A study programme
- Distance Learning Survival Guide

Note:

Your registration will only be complete once you have paid the registration fee and have undertaken to pay the balance of the course fees in monthly instalments. (You also have the option to pay your course fees in full up front.)

WHAT MAKES US DIFFERENT?

- We are committed to '*effortless excellence in education.*'
- We provide you with a free 'Distance Learning Survival Guide' when you register for your course.
- Our courses are constantly updated, and are designed to equip you with workplace-relevant skills.
- Our study material is specifically designed to meet your needs as a distance learning student.
- Our study material is provided in a user-friendly format, is designed to meet international standards, and is included in the course fees.
- Our industry-expert tutors are highly qualified, and are available to provide you with academic support via email.
- Our fees are affordable, and can be paid in interest-free monthly instalments.

OUR VISION

To be recognised as
a leader in the field
of distance education
and supported
learning
by clients, regulatory
bodies and
employees.





STUDY FIELDS AT OXBRIDGE ACADEMY

Advertising & Marketing Management

Assessor & Moderator

Bookkeeping & Accounting

Bridging

Business Management

Childhood Development

Computer Studies

Contact Centre Operations

Engineering Studies

Events Management

Health And Wellness

Human Resource Management

Matric

Occupational Health & Safety (Ohs)

Project Management

Public Relations

Public Sector Management

Secretarial Studies

Supply Chain & Logistics

Tourism & Hospitality

CONTACT DETAILS

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Postal address:

PO Box 12723, Die Boord, 7613

Physical address:

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