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VALUES

Satisfaction: We strive to offer value that exceeds our customers' expectations.

Trust: We trust our people, our stakeholders and our business partners and we will not compromise our principles for expedience as we abide by our profession's code of ethics.

Positivity: We value research and development as a corner stone of our products and services. We support and allow our team to dream.



DIPLOMA IN CALL CENTRE MANAGEMENT



Get a CICM international qualification today!

CHARTERED INSTITUTE
OF
CUSTOMER MANAGEMENT

PREAMBLE

Handling customers over the phone requires many skills, including verbal communication skills, proper telephone etiquette, problem resolution and escalation and active listening skills.

Contact centre management is a demanding role, requiring regular skills review and development.

The Chartered Institute of Customer Management has developed its Call Centre Management qualification to equip Call Centre Managers and executives with relevant skills to manage and coordinate call centre activity and staff.

Methodology

- ✓ Self paced learning through E-learning
- ✓ Modules available online
- ✓ Presentations
- ✓ Student support through Webinars
- ✓ Revision Questions and exercises
- ✓ Assignments

NB: As per international standards and best practice delegates are to complete the qualification within a period not more than 1 year 6 months

MODULES

Diploma in Call Centre Management Management

- ✓ Principles Of Call Centre Management
- ✓ Customer Relationship Management
- ✓ Total Quality Management
- ✓ Contact Centre Two
- ✓ Quantitative Analysis For Business
- ✓ Contact Centre Technologies
- ✓ People Management
- ✓ Business Process Outsourcing
- ✓ Managing Social Media
- ✓ Relationship Marketing
- ✓ Customer Services Marketing
- ✓ Marketing Management
- ✓ Integrated Marketing Communication
- ✓ Marketing Research

Academic Research (Duration 6 Months)

Upon completion delegates are to submit a work-related academic research paper.

PAYMENTS DETAILS

Chartered Institute of Customer Management

Standard Bank South Africa

Account Nr: 015195961

Branch – Sanridge Service Centre – Code – 001155

Swift Code: sbzazajj



FEES

	USD
Registration	\$20
Student Membership	\$15
Study Material/Module	\$25
Assessment Fee/ Module	\$10
Examination Fee/ module	\$15
Exam Centre Fee	\$10
Academic Research	\$30
Graduation	TBA