


CCMG CPD provider application

2021

Click proceed next to CPD Provider registration

Michelle Demiang DASHBOARD LOGOUT



Contact Centre Management Group

Registration Process

Title	Date	
Member Application Process	11 Jun 2021	Proceed
CPD Provider Registration	11 Jun 2021	Proceed

Click proceed

How do I apply for registration as a CPD activity provider?

The Contact Centre CPD Committee is responsible for establishing the criteria against which providers of CPD activities will be graded. These criteria will be issued to interested parties and include but are not limited to:

- Name of the programme or activity
- Description and purpose of the training intervention
- Outcomes and assessment criteria of the training intervention
- Duration of the training intervention
- Content of the training intervention
- Level at which the training intervention is pitched
- Alignment (if any) to nationally recognised or benchmarked qualifications or programmes
- Facilitators of the programme or activity

What process will be followed?

Applications will be processed as follows:

1. Online application form completed and submitted with supporting documents to the CCMQ CPD Committee.
2. Application considered and outcome signed off by committee:
 - 2.1 Application is successful and will be awarded CPD points and registered on national register of CPD activity providers for Contact Centre Professionals (optional);
 - 2.2 Application is provisionally accepted, but changes are required.
 - 2.3 Application is not accepted and reasons for rejection of application are provided in writing.
3. Outcome of application is communicated to applicant in writing. This will include the terms of reference and use of the logo on confirmation of participation in activities.
4. Successful applications are registered on national register of CPD activities for Contact Centre Professionals and CPD points are awarded (optional).
5. List of CPD activity providers is published on the CCMQ website and in industry recognized journals (optional).

How will confidentiality of my training programme or activity be ensured?

All applications and the accompanying documentation will be treated confidentially. A letter acknowledging receipt of the application will be issued as undertaking by the Contact Centre CPD committee of keeping the information confidential.

CONTACT DETAILS
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Terms and Conditions ([Click here to view Terms and Conditions](#))

Select the course you are applying for

1 Select the course type you are applying for

2 Pay application fee

3 Update your details

4 CPO Programme Details

5 Upload Supporting Documentation

6 Admin Review

7 Assessor Review

Summary

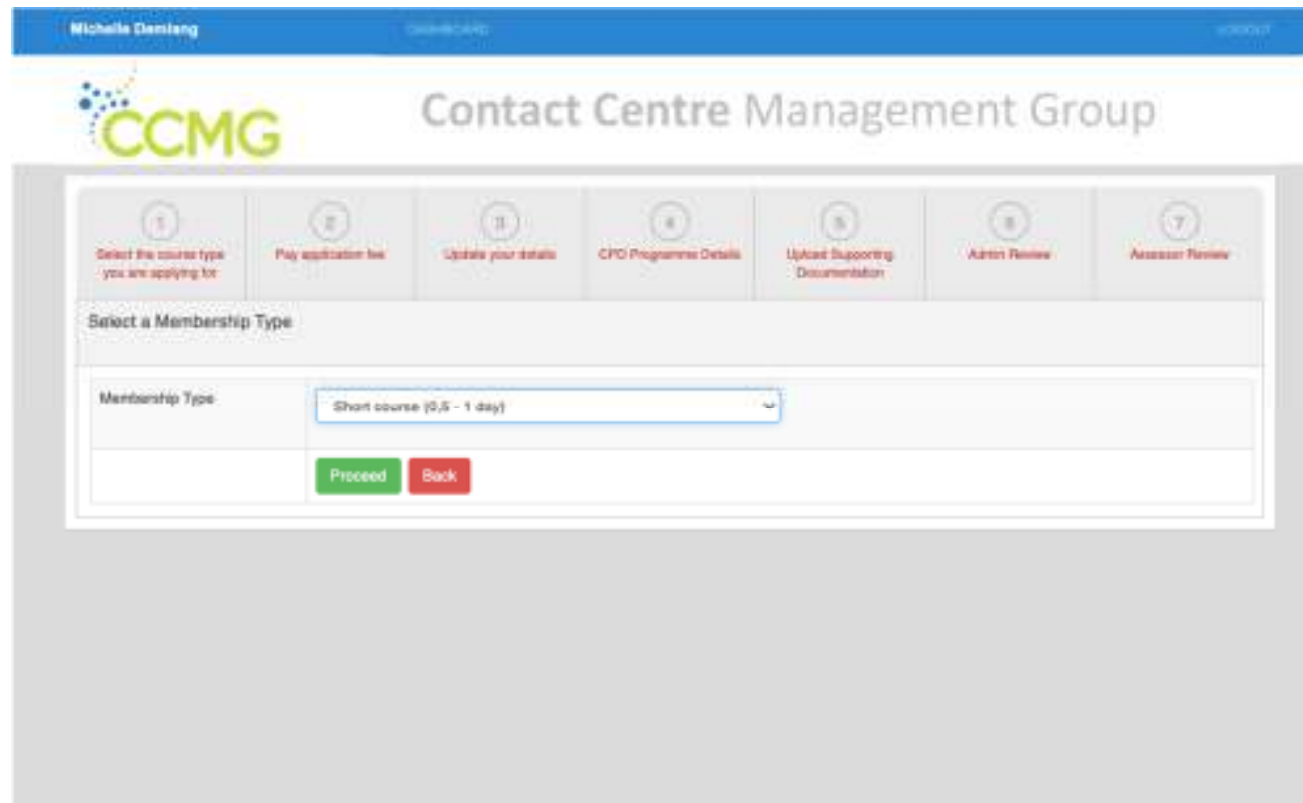
Stage	Date Completed		
<input checked="" type="checkbox"/> Select the course type you are applying for			→ Select type
<input checked="" type="checkbox"/> Pay application fee			✗
<input checked="" type="checkbox"/> Update your details			✗
<input checked="" type="checkbox"/> CPO Programme Details			✗
<input checked="" type="checkbox"/> Upload Supporting Documentation		1	✗
<input checked="" type="checkbox"/> Admin Review			✗
<input checked="" type="checkbox"/> Assessor Review			✗

Status Updates

No status updates for this application.

Assessment History

Click the green proceed button



The screenshot displays the Contact Centre Management Group (CCMG) application interface. At the top, a blue header bar contains the user's name 'Michelle Daniels', the text 'CONTACT CENTRE', and a 'LOGOUT' link. Below the header, the CCMG logo is on the left, and the text 'Contact Centre Management Group' is on the right. A progress bar consists of seven numbered steps: 1. Select the course type you are applying for, 2. Pay application fee, 3. Update your details, 4. CPO Programme Details, 5. Upload Supporting Documentation, 6. Admin Review, and 7. Assessor Review. The first step is currently active. Below the progress bar, the section 'Select a Membership Type' contains a dropdown menu for 'Membership Type' with 'Short course (0.5 - 1 day)' selected. At the bottom of this section are two buttons: a green 'Proceed' button and a red 'Back' button.


Click to make an online payment using our secure payment gateway. You will receive confirmation of your payment and a copy of your invoice if your payment is successful

The screenshot shows the user interface for the Contact Centre Management Group (CCMG). At the top, there is a blue header with the user's name 'Michelle Daniels' and the word 'Dashboard'. Below this is the CCMG logo and the text 'Contact Centre Management Group'. A progress bar consists of seven numbered steps: 1. Select the course type you are applying for, 2. Pay application fee, 3. Update your details, 4. CPD Programme Details, 5. Upload Supporting Documentation, 6. Admin Review, and 7. Assessor Review. Below the progress bar is a 'Summary' section with a table.

Stage	Date Completed		
<input checked="" type="checkbox"/> Select the course type you are applying for	11 Jun 2021 11:31	Short course (0.5 - 1 day)	View
<input checked="" type="checkbox"/> Pay application fee			Click here to pay online now
<input checked="" type="checkbox"/> Update your details			X
<input checked="" type="checkbox"/> CPD Programme Details			X
<input checked="" type="checkbox"/> Upload Supporting Documentation		i	X
<input checked="" type="checkbox"/> Admin Review			X
<input checked="" type="checkbox"/> Assessor Review			X

Click the green proceed button

Michelle Demlang DASHBOARD LOGOUT



 Contact Centre Management Group

- 1 Select the course type you are applying for
- 2 Pay application fee
- 3 Update your details
- 4 CPD Programme Details
- 5 Upload Supporting Documentation
- 6 Admin Review
- 7 Assessor Review

Pay Online

Membership Type	Short course (0.5 - 1 day)
Year	2021
Membership Fee	R 2875,00
Critical skills Fee	
TOTAL	R 2875,00

[Pay online](#)
You will be redirected to a SAGE Pay Secure Site to process your payment!

[Proceed](#) [Back](#)

Enter billing details and click submit



CCMG

Description	Total
49410349 Short course application 2021 @ 2875.00	2875.00

Choose how you want to pay

michela@e2.co.za

Confirm Postal/Billing Address :

Address Street

Address line 2

Address line 3

address line 4

Submit

Click to update certain details

The screenshot shows the user interface for the Contact Centre Management Group (CCMG). At the top, there is a blue navigation bar with the user's name 'Michelle Deming', the word 'DASHBOARD', and a 'LOGOUT' link. Below this is the CCMG logo and the title 'Contact Centre Management Group'. A progress bar consists of seven numbered steps: 1. Select the course type you are applying for, 2. Pay application fee, 3. Update your details, 4. CPD Programme Details, 5. Upload Supporting Documentation, 6. Admin Review, and 7. Assessor Review. Step 3 is currently active. Below the progress bar is a 'Summary' section with a table of application stages.

Stage	Date Completed		
<input checked="" type="checkbox"/> Select the course type you are applying for	11 Jun 2021 11:31	Short course (0.5 - 1 day)	● View
<input checked="" type="checkbox"/> Pay application fee	11 Jun 2021 11:32		●
<input checked="" type="checkbox"/> Update your details			→ Click here to update
<input checked="" type="checkbox"/> CPD Programme Details			✘
<input checked="" type="checkbox"/> Upload Supporting Documentation		i	✘
<input checked="" type="checkbox"/> Admin Review			✘
<input checked="" type="checkbox"/> Assessor Review			✘

Complete the information and click update

Update Details	
Name and surname of individual OR Company key contact	<input type="text"/>
Company Name (IF APPLICABLE)	<input type="text"/>
Company Registration No (IF APPLICABLE)	<input type="text"/>
Individual OR Company Address	<input type="text"/>
Individual OR Company Telephone	<input type="text"/>
Individual OR Company Email	<input type="text"/>
<input type="button" value="Update"/>	

Click to add more information about your program

The screenshot displays a progress dashboard for a CPD application. At the top, there are seven numbered steps: 1. Select the course type you are applying for, 2. Pay application fee, 3. Update your details, 4. CPD Programme Details, 5. Upload Supporting Documentation, 6. Admin Review, and 7. Assessor Review. The first three steps are highlighted in white, while the remaining four are in grey. Below this is a 'Summary' section containing a table with the following data:

Stage	Date Completed		
Select the course type you are applying for	11 Jun 2021 11:31	Short course (0.5 - 1 day)	● View
Pay application fee	11 Jun 2021 11:32		●
Update your details	11 Jun 2021 11:44		● Update Details
CPD Programme Details			→ Click here to add
Upload Supporting Documentation		!	✗
Admin Review			✗
Assessor Review			✗

Below the table is a 'Status Updates' section with a message: 'No status updates for this application'.

Applicant will enter presenter information:

The screenshot shows a web form with a navigation bar at the top containing five steps: 1. Update your details, 2. CPD Programme Details, 3. Upload Supporting Documentation, 4. Admin Review and Invoice, and 5. Assessor Review. The current step is 'CPD Programme Details'. The form contains the following fields:

- Presenter Name:
- Presenter Qualifications:
- Presenters Experience:
- Assessor Registration with SETA/Professional body?:
- If 'Yes' enter SETA/Professional Body Name (if 'No' please enter N/A):
- If 'Yes' enter Assessor Registration Number (if 'No' please enter N/A):
- Moderator Registration with SETA/Professional body?:
- If 'Yes' enter SETA/Professional Body Name (if 'No' please enter N/A):
- If 'Yes' enter Moderator Registration Number (if 'No' please enter N/A):

Applicant to enter program information:

Please note we have only added ability to apply for one program at a time. Additional programs will have to be applied for under separate applications

Programme Details Program	
Name of Activity/Program	<input type="text"/>
Date of Program	<input type="text"/>
Duration of Activity/Program	<input type="text"/>
Venue and address	<input type="text"/>
Number of Delegates	<input type="text"/>
Province of Intended Activity/Program	<input type="text"/>
CPD Registration with other Professional Bodies	<input type="text" value="[Please select...]"/>
Date of Registration with other Professional Bodies	<input type="text"/>
Name of other Professional Body (if not applicable, enter N/A)	<input type="text"/>

Applicant will complete recognition information if applicable:

Alignment if any to nationally recognized or benchmarked qualifications or programmes	
Institution (if not applicable enter N/A)	<input type="text"/>
Qualification Name and No (if not applicable enter N/A)	<input type="text"/>
Qualification Level (if not applicable enter N/A)	<input type="text"/>
Learning Details Program	
Objective of CPD Activity/Program	<input type="text"/>
Expected Outcomes	<input type="text"/>
Delivery Method	<input type="text"/>

Applicant to complete unit standards

Outcomes aligned to unit standards	
Alignment	<input type="text" value="[Please select...]"/>
NQF Level	<input type="text"/>
Unit Standard Number (if not applicable enter N/A)	<input type="text"/>
Is this a credit bearing program?	<input type="text" value="[Please select...]"/>
If 'Yes' enter Credits allocated /If 'No' enter N/A	<input type="text"/>
CPD intended for which Contact Centre Designation Title	<input type="text"/>


Applicant to answer yes / no from dropdown for last additional information and click the green next button

Does training include:

Facilitator guide/handouts	[Please select...]
Facilitator slides	[Please select...]
Delegates handbook	[Please select...]
Delegates Pre-assessment	[Please select...]
Delegates Post-assessment	[Please select...]
Certificate of Attendance	[Please select...]
Certificate of Competence	[Please select...]

What mediums are used to measure the effectiveness of the delivery/assessment method used for the CPD program?

[Next](#)



Click to upload supporting documentation

1 Select the course type you are applying for

2 Pay application fee

3 Update your details

4 CPD Programme Details

5 Upload Supporting Documentation

6 Admin Review

7 Assessor Review

Summary

Stage	Date Completed		
Select the course type you are applying for	11 Jun 2021 11:31	Short course (0.5 - 1 day)	View
Pay application fee	11 Jun 2021 11:32		View
Update your details	11 Jun 2021 11:44		Update Details
CPD Programme Details	11 Jun 2021 11:45		View
Upload Supporting Documentation		i	Click here to upload
Admin Review			x
Assessor Review			x

Status Updates

No status updates for this application

Add supporting documentation required and click proceed

Progress bar with 7 steps:

- 1 Select the course type you are applying for
- 2 Pay application fee
- 3 Update your details
- 4 CPD Programme Details
- 5 Upload Supporting Documentation
- 6 Admin Review
- 7 Assessor Review

Documents:

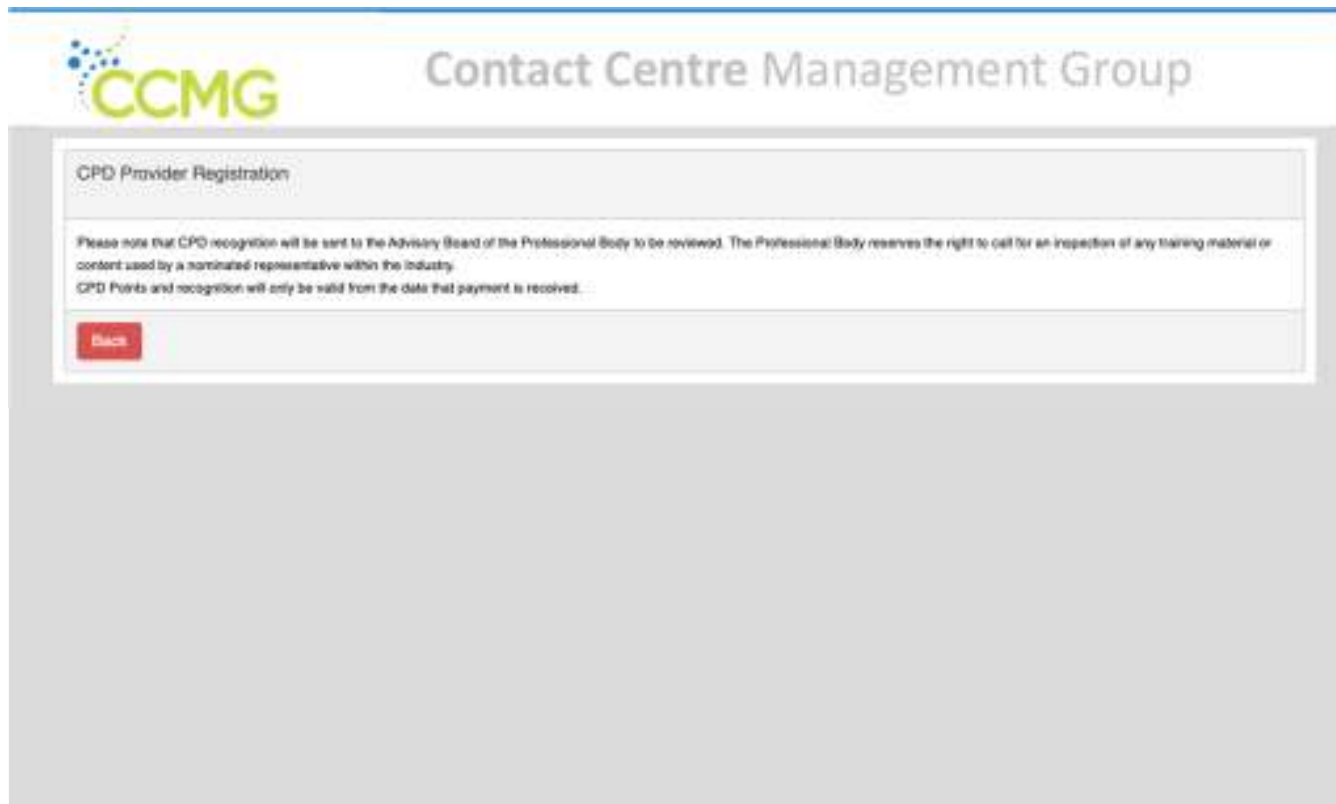
Description	Upload	View
Detailed outline of CPD & assessment criteria	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
Presenter detailed CV	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
Certified ID Passport of presenter	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
Registration of CPD with other Professional Body	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
Certified copy of registration with CPC	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
BEE Certificate	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	
Tax Clearance Certificate	<input type="button" value="Choose file"/> No file chosen Maximum file size 10MB	

If you are happy with your application, click to submit for review

The screenshot shows the CCMG (Contact Centre Management Group) application portal. At the top, the CCMG logo is on the left, and the text 'Contact Centre Management Group' is on the right. Below this is a progress bar with seven steps: 1. Select the course type you are applying for, 2. Pay application fee, 3. Update your details, 4. CPD Programme Details, 5. Upload Supporting Documentation, 6. Admin Review, and 7. Assessor Review. Steps 1-5 are active, while 6 and 7 are greyed out. Below the progress bar is a 'Summary' section with a table of application stages.

Stage	Date Completed		
Select the course type you are applying for	11 Jun 2021 11:31	Short course (0.5 - 1 day)	View
Pay application fee	11 Jun 2021 11:32		View
Update your details	11 Jun 2021 11:44		Update Details
CPD Programme Details	11 Jun 2021 11:45		View
Upload Supporting Documentation	11 Jun 2021 11:46		Click here to upload
Admin Review			Click here to submit
Assessor Review			

If your application is successfully submitted you will see the following message



The screenshot displays a web interface for the Contact Centre Management Group (CCMG). At the top left is the CCMG logo, and to its right is the text "Contact Centre Management Group". Below this is a section titled "CPD Provider Registration". The main content area contains a message: "Please note that CPD recognition will be sent to the Advisory Board of the Professional Body to be reviewed. The Professional Body reserves the right to call for an inspection of any training material or content used by a nominated representative within the industry. CPD Points and recognition will only be valid from the date that payment is received." At the bottom left of this section is a red button labeled "Back".

CCMG Contact Centre Management Group

CPD Provider Registration

Please note that CPD recognition will be sent to the Advisory Board of the Professional Body to be reviewed. The Professional Body reserves the right to call for an inspection of any training material or content used by a nominated representative within the industry.
CPD Points and recognition will only be valid from the date that payment is received.

[Back](#)

The next slides are for the administrator

Click registration processing

MYMEMBERSHIP

Registration Process

127
Number Of Applications

97
In Progress

30
Completed

Settings

- Manage Settings

Manage Applications

- Current Applications By Stage
- Completed Applications By Stage
- Review Applications
- Completed Applications

REPO
> Assets

Dashboard

Communications

Members

Media

CPD

Designations

Corporates

Shopping Cart

Surveys

Sage Business Cloud

Events

Event Reports

NetCash

Registration Processing

CPD Module

Market Platform

Training

Configure

System Admin

COMC

Click current applications by stage and drilldown on the application you are looking for

The screenshot shows the 'Registration Process' dashboard in the MyMentorship system. The left sidebar contains navigation options, with 'Registration Processing' highlighted. The main content area is titled 'Registration Process' and features a 'Current Application By Stage' section. This section includes a dropdown menu for 'Registration Process' (currently set to 'Please select...') and a table listing various applications.

Registration	Registration Stage	Membership Type	Total
Member Application Process	Update your details		14
CPE Provider Registration	Select the course type you are applying for		8
Critical Skills Recommendation Letter	Apply for critical skills recommendation letter		1
Critical Skills Recommendation Letter	Pay online		2
Member Application Process	Select member from the dropdown		1
CPE Provider Registration	Pay application fee		0
Member Application Process	Upload supporting documentation		14
CPE Provider Registration	CPE Programmed Details		0
Member Application Process	Action Review		1
Member Application Process	Pay online		0

Review the documents to ensure all information complete and documents uploaded

The screenshot shows a web application interface for membership management. The header includes the 'MEMBERSHIP' logo and a navigation menu. The main content area is for a member named Michelle Deming, with details such as 'Membership Title: Short course (23 - 1 day)', 'Date Applied: 11 Jun 2021', and 'ECMO' status. A 'Documents' tab is selected, showing a table of registration steps. The table has columns for 'Step', 'Date', and 'Status'. The first step, 'Select the course type you are applying for', is completed on 11 Jun 2021. Other steps like 'Pay application fee', 'Update your details', 'CFD Programme Details', 'Upload Supporting Documentation', 'Admin Review', and 'Resistor Review' are all marked as incomplete with red 'X' icons.

Step	Date	Status
Select the course type you are applying for	11 Jun 2021	Complete
Pay application fee		Incomplete
Update your details		Incomplete
CFD Programme Details		Incomplete
Upload Supporting Documentation		Incomplete
Admin Review		Incomplete
Resistor Review		Incomplete

Click on the assessor tab

The screenshot displays a web application interface for user management. On the left is a vertical navigation menu with items such as Dashboard, Communications, Members, Media, CPD, Designation, Companies, Shipping Card, Surveys, Sign Business Card, Cards, Contact Reports, NetCall, Registration Processing (highlighted in blue), CPD Module, Member Platform, Training, Configure, and System Admin. The main content area is titled 'Michelle Demiang' and shows membership details: 'Membership Title: Short course (ES - 1 day) (Change) (Date Applied: 11 Jun 2021)'. Below this is a horizontal menu with tabs: Summary, Status update, Reviews, Complete Review, Documents, Membership Type, Manage Stages, Send Email, Assessors (selected), Modernise, and Accreditation. The 'Assessors' section is titled 'Manage Assessors' and contains a form with a 'Select an Option' dropdown, an 'Add Assessor' button, and a 'Cancel' button. A message at the bottom of the section states 'No assessors linked to this application'. The top right corner of the interface includes a 'EDMC' logo and a 'Logout' button.

Tick the relevant assessors and click assign

The screenshot shows a web application interface for managing assessors. On the left is a navigation menu with items like Dashboard, Communications, Members, Media, CPD, Designation, Courses, Shipping Card, Surveys, Sign Business Card, Cards, Email Reports, NetCall, Registration Processing (highlighted), CPD Module, Member Platform, Training, Configure, and System Admin. The main content area is titled "Michelle Demiang" and shows membership details. Below this is a "Manage Assessors" section with a "Select an Option" dropdown, "Add Assessor", "Cancel", and "Send Notifications to Assessor" buttons. A green message box states "Selected Assessor successfully assigned". Below this is a table with columns for Name, Status, Date Linked, and Delete.

Name	Status	Date Linked	Delete
Laura Polgara	🚫	11 Jun 2021	🗑️
Suzanne Knight	🚫	11 Jun 2021	🗑️