



CRITERIA AND GUIDELINES FOR REGISTRATION OF PROVIDERS OF ACTIVITIES RELATING TO CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) FOR CONTACT CENTRE PROFESSIONALS

The CCMG together with the SAQA has defined the requirements for the CPD programme for **registered** Contact Centre Professionals **which allow for a wide variety of developmental interventions**. The programme will be made up of various categories including:

- Compulsory CPD activities
- Professional Development
- Mentoring and Coaching
- Education and Training
- Reading and Publishing
- Personal Development
- Facilitation at Events
- Presentations at Events

Who can provide these activities?

Compulsory CPD activities, Professional Development, Mentoring and Coaching, Education and Training as well as the Personal development categories can be offered by **employers**, the CCMG and training providers.

What is the benefit of registering as a provider of CPD activities?

As a provider of CPD activities **you show your support** for the professional development of qualified Contact Centre Professionals in South Africa. By registering as a provider of CPD activities you will be given recognition for this contribution. Proof of participation in your activities (once approved and graded by the Contact Centre CPD committee), will be endorsed by the industry and be included in a national register of activities. This list will ultimately be issued on the website as well as published in the newsletter.

Training that is offered for the industry but is currently not accredited can also, in this way, be given industry recognition as contributing to **the skills development and** professional practice of practitioners in the industry.

Professional Designation for Contact Centre Professionals

An additional benefit of participating in the CPD programme for the Contact Centre Industry is that the points practitioners obtain by participating in the registered CPD activities can contribute toward the evidence required to confer or grant the designation of Contact Centre Professionals on successful completion of the assessment against this nationally registered professional designation.

Successful candidates will be able to use the designatory letters "Reg. CCP" and will be placed on a national register of Contact Centre Professionals.

In order to maintain your status as Contact Centre Professionals you will be required to:

- Ensure that your membership is up to date
- Subscribe to the Code of Professional Conduct for Contact Centre Professionals; and
- Participate in the CPD programme.

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**

Where do I find an application form?

Applications are made using the application form that will be available on the CCMG website.

What process will be followed?

Applications will be processed as follows:

1. Application form completed and submitted with supporting documents to the CCMG 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 CCMG 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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