

Customer Service & Business Environment

1. Overview

This programme provides participants with a broad introduction to essential workplace knowledge and skills across customer service, business operations, and HIV/AIDS awareness. It equips participants with foundational knowledge, values, and attitudes necessary for contributing effectively in their workplace and community. The programme is designed for entry-level employees, team leaders, supervisors, and aspiring managers seeking to better understand business functions, serve customers effectively, and address critical social issues like HIV/AIDS in a caring, informed manner.

2. Programme Outcome:

- Greet clients and attend to semi-routine customer enquiries
- Generate known solutions to predictable customer problems and queries
- Understand and describe the basics of HIV/AIDS and its impact in the workplace and community
- Identify safe behaviours and those that pose risks of HIV transmission
- Analyse HIV/AIDS trends and explain their implications for organisations and communities
- Investigate support systems and policies available for HIV/AIDS-affected workers
- Understand the structure and function of organisations, departments, and roles
- Explain the market position and role of a selected business or organisation in its sector

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0418

SAQA US:

14338, 14941, 14343, 14344

NQF Level:

2

Credits:

24

Entry Requirements:

Communication & Mathematical Literacy at NQF 1

Training Options:

Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(14338 US):** Attend to customer enquiries in an office setting
- **(14941 US):** Apply knowledge of HIV/AIDS to a specific business sector and a workplace
- **(14343 US):** Investigate the structure of an organization as a workplace
- **(14344 US):** Demonstrate an understanding of a selected business environment

4. Topics

- Module 1: Customer Service Basics
- Module 2: HIV/AIDS in the Workplace
- Module 3: Understanding the Business Environment

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation