

Customer Service & Call Centre Skills

1. Overview

This programme prepares participants to excel as call centre agents by developing the skills needed for effective telephone-based communication. Participants will focus on active listening, clear verbal communication, and strategies to engage and satisfy customers.

2. Programme Outcome:

- Identify internal and external customers and understand their needs
- Explain and uphold organisational standards of customer service
- Monitor and evaluate customer satisfaction on an ongoing basis
- Recommend appropriate corrective actions to improve service quality
- Communicate effectively through oral or signed methods
- Use techniques to capture and maintain audience engagement
- Recognise and respond to manipulative or misleading language

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0853

SAQA US:

119472 & 242829

NQF Level:

4

Credits:

10

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

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) Onsite

3. Programme Content

- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(242829 US):** Monitor the level of service to a range of customers

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

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

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