

Customer Service and Teamwork

1. Overview

The purpose of this programme is to help participants improve their ability to work well with customers and in teams. By learning how to act professionally, understand customer needs, and work effectively with others, participants will be better prepared for jobs in transport and other service industries. This training also helps participants understand their own strengths, which supports better career choices and personal growth. Overall, the programme aims to build skills that lead to better service and stronger teamwork.

2. Learning Outcome:

- Describe organisational structures and the products/services offered in specific contexts
- Operate within a customer service system according to the requirements of the given context
- Identify customer needs and expectations in different service environments
- Handle customer complaints by following the correct procedures
- Select and apply appropriate interpersonal behaviours in work-related situations
- Demonstrate knowledge and understanding of oneself as a unique individual
- Understand one's role and behaviour in relation to different environments
- Use a range of strategies to manage and respond to life situations
- Make informed life decisions based on self-awareness and understanding

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0325
SAQA US:	123258, 8420, 120308
NQF Level:	3
Credits:	16
Entry Requirements:	Communication & Mathematical Literacy at NQF 2
Training Options:	Online - Each participant will receive access to an online portal, where all programme materials and resources are available. 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. Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

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

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 Learners Required:

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

3. Programme Content

- **(123258 US):** Foster and maintain customer relations
- **(8420 US):** Operate in a team
- **(120308 US):** Apply knowledge of self in order to make a personal decision

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