

Customer & Team Relations

1. Overview

The purpose of this programme is to equip participants with the skills to interact professionally with customers and work effectively in teams. By improving customer service and teamwork, participants will contribute to better service delivery, business growth, and a positive image especially in the transport industry. These skills are useful across all service-related fields and increase participants' employability by helping them understand customer service and team dynamics in the workplace.

2. Learning Outcome:

- Describe organisational structures and the products/services offered in specific contexts
- Operate effectively within a customer service system based on the requirements of the context
- Identify customer needs and expectations in various service environments
- Handle customer complaints by following the correct procedures
- Select appropriate interpersonal behaviours for different workplace situations

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0232
SAQA US:	123258 & 8420
NQF Level:	3
Credits:	14
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. 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

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

3. Programme Content

- **(123258 US):** Foster and maintain customer relations
- **(8420 US):** Operate in a team

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