

Reception Skills and Professionalism

1. Overview

This programme is designed to equip participants with the essential knowledge and skills needed to excel in reception and customer service roles. It focuses on developing competencies in professional ethics, customer service, visitor management, data interpretation, and effective time and task management.

Receptionists serve as the first point of contact for an organization, playing a critical role in creating positive first impressions, ensuring smooth operations, and fostering professional relationships with clients and stakeholders. By completing this programme, participants will enhance their contribution to organizational success, customer satisfaction, and operational efficiency. It is ideal for individuals seeking to build a career in reception or administrative support.

2. Programme Outcome:

- Apply fundamental business ethics in daily workplace interactions
- Deliver outstanding customer service while resolving issues and improving satisfaction
- Manage visitors professionally, ensuring a positive and organized reception experience
- Use basic statistical tools and probability to make informed workplace decisions
- Prioritize and manage tasks effectively to meet both individual and team objectives

Qualification Type:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B Workplace-Based Learning Programme

Programme ID:

PA0566

SAQA US:

9009, 113924, 114974, 13930, 242811

Credits:

17

NQF Level:

2

Entry Requirements:

Communication Literacy & National Senior Certificate at NQF 2

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

- **(9009 US):** Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- **(113924 US):** Apply basic business ethics in a work environment
- **(114974 US):** Apply the basic skills of customer service
- **(13930 US):** Monitor and control the receiving and satisfaction of visitors
- **(242811 US):** Prioritise time and work for self and team

4. Topics

- Module 1: Workplace Ethics and Professional Conduct
- Module 2: Delivering Exceptional Customer Service
- Module 3: Effective Reception and Visitor Management
- Module 4: Using Data and Basic Statistics in the Workplace
- Module 5: Prioritizing Tasks and Managing Time Efficiently

5. 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.

6. 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