



SAQA US ID
7790

UNIT STANDARD TITLE
Process incoming and outgoing telephone calls

NQF
3

CREDITS
3

PURPOSE OF THE UNIT STANDARD

All those operating in a business environment must be able to use the telephone effectively. This includes individual use as well as the relaying of messages for others.

The qualifying learner is capable of:

- Make a decision to disclose information or not in accordance with organisational requirements.
- Take and transfer incoming calls, as well as messages in accordance with organisational requirements.
- Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements.

Cost

This cost of this course is R825.00

To enrol in this course, you will need to create a student account by clicking on the link below.

<http://www.vitalonline.co.za/moodle/login>

Once you have created an account click on the link below to take you to the payment and enrolment page for this course.

Click here



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