



Vital College

62% Black Owned

B-BBEE Level 2

SKILLS PROGRAMME: BA8 - RECEPTIONIST SKILLS

Outcomes

Abilities and Skills Developed

Using the telephone efficiently and relaying messages to others.

Communicating effectively with tourists of different cultures.

Taking steps to resolve differences that arise as a result of cultural diversity.

Participating effectively in oral communication.

Responding critically yet sensitively as a listener and analyse own responses to spoken texts.

About

Business Administration Skills Programmes are based on the qualification Further Education and Training Certificate: Business Administration Services (SAQA 61595) at NQF level 4 and are intended for any individual who is interested in the administration function of any business/workplace. Several skills programmes may lead to attaining the full qualification.

They are designed to add value to work performance and is intended to enhance service delivery and standards within the field of management and administration with all sectors of the economy.

These Skills Programmes enable learners to acquire knowledge and the necessary skills and values needed to excel in administration within the business/workplace. This will include effective communication, ethics, service provider administration, effective teamwork and financial administration.

Unit Standards

Unit Std ID	Unit Standard Title	NQF Level	Credits
7790	Process incoming and outgoing telephone calls	3	3
7791	Display cultural awareness in dealing with customers and colleagues	4	4
8974	Engage in sustained oral communication and evaluate spoken texts	4	5
			12

Requirements for these Skills Programmes

- LAPTOP OR SMARTPHONE
- ACCESS TO DATA OR WIFI

LEARNERS ACCESSING THIS SKILLS PROGRAMME SHOULD BE COMPETENT IN:

- COMMUNICATION AT NQF LEVEL 1 / STD 7 / GR 9
- MATHEMATICAL LITERACY AT NQF LEVEL 1 / STD 7 / GR 9

ENROLMENT

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

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](#)

Contact Us

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