



**SHORT COURSE IN BUSINESS ADMINISTRATION:  
Process incoming and outgoing telephone calls**

**OUTCOMES**

**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.

## SAQA US ID

US 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.

## COST

This course costs **R825.00**

## ENROLMENT

To enrol onto 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**

## CONTACT US

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