



62% Black Owned

Vital College

B-BBEE Level 2

SKILLS PROGRAMME: GM7 - MANAGING CUSTOMER SERVICE

Outcomes

Abilities and Skills Developed

Monitoring the level of service between an organisation and its customers, both internal and external.

The role of the team leader in ensuring that the team meets organisational or required standards.

About

Generic Management Skills Programmes are based on the qualification, Further Education and Certificate: Generic Management (SAQA 57712) at NQF level 4. Several skills programmes may lead to the attaining of the full qualification.

This skills programme aims to lay the foundation for Junior Managers and Team Leaders for competency in any business/ workplace. It specifically develops management and leadership competencies required by learners in any occupation.

They also enable transformation by enabling new Junior Managers and Team Leaders to gain the basic skills to function optimally as such in a range of business entities, workplaces and organizations.

Unit Standards

Unit Std ID	Unit Standard Title	NQF Level	Credits
242829	Monitor the level of service to a range of customers	4	5
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
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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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