Vital College

62% Black Owned

B-BBEE Level 2

SHORT COURSE IN CARE PRACTICE :

Process incoming and outgoing telephone calls

OUTCOMES

The qualifying learner is capable of:

- Employing effective telephone etiquette.
- Answering telephone according to organisational standards.
- Processing incoming calls according to organisational standards.
- Processing incoming calls according to organisational standards.

SAQA US ID

US 14348

UNIT STANDARD TITLE

Process incoming and outgoing telephone calls

NQF

2

CREDITS

3

PURPOSE OF THE UNIT STANDARD

Learners will be learning towards obtaining a national qualification at level 2 or are working in an administrative environment, including SMME`s (Small, Medium and Micro Enterprises), where the acquisition of competence against this standard will add value to the learner`s job, or chances of finding employment. Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and improved performance.

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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