



# APPLY THE BASIC SKILLS OF CUSTOMER SERVICE

## Unit Standard: 114974



### Course Information



|                            |                                                   |
|----------------------------|---------------------------------------------------|
| <b>Qualification Title</b> | National Certificate: New Venture Creation (SMME) |
| <b>Course Title</b>        | Apply Basic Skills of Customer Service            |
| <b>Course Level</b>        | 2                                                 |
| <b>Course Credits</b>      | 2                                                 |
| <b>Course Duration</b>     | Three days                                        |
| <b>Cost of Course</b>      | R 2 800,00 per delegate (excluding 15% VAT)       |

### Course Overview

This Unit Standard provides a broad introduction to customer services and includes both internal and external customers. The focus is knowledge, skills, values, and attitudes with the learner's context and experience of the world of work.

## National Certificate: New Venture Creation (SMME)

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| <b>Who Should Attend?</b> | <ul style="list-style-type: none"> <li>Anyone in an organisation dealing with customer enquiries from internal and external customers including, but not limited to, needs, problems, complaints, requests for specific information and enquiries of a general nature.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Course Objectives</b>  | <p>The qualifying learner is capable of:</p> <ul style="list-style-type: none"> <li>Explaining customer service.</li> <li>Engaging in an interaction with a customer.</li> <li>Demonstrating communication skills in responding to a customer.</li> <li>Processing a query to respond to a customer need.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Benefits</b>           | <p>Benefits of this course:</p> <ul style="list-style-type: none"> <li>The learner can identify and solve problems in responding to and processing a customer query.</li> <li>The learner can work effectively with others as a member of a team or organisation in responding to customer queries and escalating enquiries that are outside the level of their authority.</li> <li>The learner can organise and manage him/herself and his/her activities responsibly and effectively in dealing with queries and knowing when to escalate the problem to another authority.</li> <li>The learner can collect, organise and critically evaluate information in providing customer service.</li> <li>The learner can communicate effectively in responding to customer queries.</li> <li>The learner can demonstrate an understanding of the world as a set of related systems by recognising the consequences of poor customer service.</li> <li>The learner can be culturally sensitive in engaging in interactions with customers in a business environment.</li> </ul> |

## Course Content

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| <b>Course Modules</b>                | <p>Course modules consist of:</p> <ol style="list-style-type: none"> <li>1. Explain customer service in a financial services environment.</li> <li>2. Engage in an interaction with a customer.</li> <li>3. Demonstrate communication skills to respond to a customer need.</li> <li>4. Process a query to respond to a customer need.</li> </ol> |
| <b>Certification and Assessments</b> | <p>All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.</p>                                                                                                                  |

## About WWiSE

### Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

### What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.