

PURPOSE OF THE PROGRAMME

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to monitor and control reception area, process incoming and outgoing telephone calls and maintain a preventative maintenance program.

PROGRAMME OUTCOMES

On completion of this programme learners will be able to:

- Monitor and control reception area
- Process incoming and outgoing telephone calls

PROGRAMME OUTLINE

- Monitor the maintenance of a clean safe reception area as per organisational requirements.
- Monitor presentation of reception area.
- Monitor implementation of security procedures in the reception area.
- Telephone etiquette.
- Preparing for and making calls.

LEARNING ASSUMED TO BE IN PLACE

Delegates wishing to enroll on this programme should be competent in Communication skills at NQF level 3.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL against these unit standards are allowed. Application forms are available from our offices.

METHODOLOGY

Training Programme Duration: 2 Days

Assessment: Portfolio of evidence will be submitted within three weeks after completing the training. Assessment activities include observation on-site, evaluating the reception area as well as preventative maintenance plan.

Certification: This includes obtaining endorsement from the SETQAA.

Unit Standard(s):

- 13928 - Monitor and control reception area
- 7790 - Process incoming and outgoing telephone calls

NQF Level: 3

Credits: 7

TARGET GROUP

- First line managers
- Secretaries
- Receptionists
- Administration managers
- Administration clerks

BENEFITS

- Increased productivity
- Professional business image
- Preventative maintenance
- Credits towards a qualification
- Improved opportunities to claim skills grants