

**PURPOSE OF THE PROGRAMME**

The purpose of this programme is to equip the learner with the necessary knowledge, skills and attitudes to monitor the level of service between an organisation and its customers, both internal and external.

**PROGRAMME OUTCOMES**

On completion of this programme learners will be able to:

- Monitor the level of service to a range of customers

**PROGRAMME OUTLINE**

- Identify internal and external customers, where applicable
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an ongoing basis
- Recommend corrective action.

**LEARNING ASSUMED TO BE IN PLACE**

Delegates wishing to enroll on this programme should be competent in Computer Literacy, Mathematical Literacy and Communications at NQF level 3.

**RECOGNITION OF PRIOR LEARNING (RPL)**

RPL against this unit standard is allowed. Application forms are available from our offices.

**METHODOLOGY**

**Training Programme Duration:** 1 Day

**Assessment:** Portfolio of Evidence will be submitted within one week of completing the training. Assessment activities include evaluating customer satisfaction survey and questioning to test knowledge and the ability to apply.

**Certification:** This includes obtaining endorsement from the SETQAA.

**Unit Standard(s):**

- 242829 - Monitor the level of service to a range of customers

**NQF Level:** 4

**Credits:** 5

**TARGET GROUP**

- First line managers
- Business owners
- Branch managers
- Entrepreneurs
- Administration clerks
- Sales Representatives

**BENEFITS**

- Customer retention
- Reduced grievances
- Clearly identifiable training needs and career paths
- Improved opportunities to claim skills grants