

Services Registered Skills Programmes

Telephone Skills

PURPOSE OF THE PROGRAMME

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to process incoming and outgoing telephone calls within the workplace.

PROGRAMME OUTCOMES

On completion of this programme learners will be able to:

- Process incoming and outgoing telephone calls
- Take messages for others in the organisation
- Deal with callers politely and in keeping with the organisation's image and standard telephone etiquette
- Deal with emergency situations
- Describe non-disclosable information
- Demonstrate the ability to learn from our actions and to adapt performance

PROGRAMME OUTLINE

- Introduction to telephone skills
- Telephone courtesy
- Telephone speech
- Telephone efficiency
- Incoming telephone calls
- Outgoing telephone calls
- Professional image
- The communication process
- Body language over the telephone
- Telephone skills
- Voice usage
- Disclosable and non-disclosable information
- Telephone numbers
- Emergency situations
- Records

LEARNING ASSUMED TO BE IN PLACE

None

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 after completing the training. Assessment activities include observation on-site while performing the job.

Certification: This includes obtaining endorsement from the SETQAA.

Unit Standard(s):

- 7790 - Process incoming and outgoing telephone calls

NQF Level: 3

Credits: 3

TARGET GROUP

All those operating in a business environment must be able to use the telephone effectively. This includes individual use as well as the relaying of messages for others.

BENEFITS

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