

Applying for this Course:

To apply for this course you should be 16 years of age or older and literate in Maltese and English. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on qa.jobsplus@gov.mt. stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ғal Far BBG3000.

On successful completion of the Vocational Education and Training Award for Call Centre Agents, the learner will be able to:

- ✓ Describe the products or services of the call centre to customers in accordance with organisational guidelines
- ✓ Anticipate or identify possible new services that can be rendered through a call centre
- ✓ Deal with inbound and outbound calls autonomously
- ✓ Identify how an effective call centre can help an organisation be more competitive
- ✓ Log onto the technology systems by adhering to the call centre's procedures
- ✓ State how to respond to prompts from the system indicating the pathway to be followed
- ✓ Carry out tasks by using systems and technology to handle customer calls
- ✓ Identify the categories of customer calls that call centre agents are authorised to handle
- ✓ Manage calls through the call management system
- ✓ Participate in team tasks that provide on-the-job learning opportunities
- ✓ Work with others in a team to improve personal performance
- ✓ Conclude a call in accordance with organisational procedure
- ✓ Hand over customer contacts to others in the call centre
- ✓ Deal with customers by answering the phone, taking or leaving messages, transferring calls and setting the call waiting mechanism
- ✓ Greet customers in accordance with organisational guidelines
- ✓ Meet customer expectations of respect and politeness when delivering service within defined limits
- ✓ Meet organisational and regulatory requirements during the contact with customers
- ✓ Create the appropriate attitude for handling angry or difficult customers
- ✓ Guide customers in such a way that builds rapport with them
- ✓ Manage own customers to create customer loyalty
- ✓ Develop actions to improve the efficiency of a call centre
- ✓ Manage possible sources of stress
- ✓ Manage own time to deal with the customers in an efficient and professional manner without undermining the quality of service
- ✓ Coordinate monitoring activities to test the quality of customer service against agreed KPIs
- ✓ Recommend enhancements to call centre's strategies and policies to meet regulatory requirements in customer service delivery

The National Commission for Further and Higher Education (NCFHE) deems this certificate to be at Level 3 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 5 ECVET points are assigned.