

## Award in Customer Handling Skills

### Applying for this course:

Individuals who are 16 years of age and older and who hold a MQF level 2 qualification OR have at least 3 years' work experience can apply for this course. For further information, kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.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, Ħal Far BBG3000

### Course Duration

This course is of 20 hours duration and consists of one Module - (including 2-hour assessment)

### General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions, class work exercises and hands-on training. These will enable learners to practice and consolidate the classroom training. The trainer will also be holding lessons with the learners which will consist of various presentations and demonstrations.

### General assessment policy and procedures for this course:

The learner will be assessed through an Ongoing Assessment that will take place throughout the duration of the course. At the end of the course, each learner will deliver a 10-minute presentation, in order to be assessed on his/her competence. The topic of the presentation will be chosen beforehand in agreement with the trainer

### Module 1 Learning Outcomes- **Customer Care Skills**

<ul style="list-style-type: none"><li>✓ Deal with customer complaints</li><li>✓ Carry out after sales service</li><li>✓ Comply with the organisation's values and beliefs</li><li>✓ Gather feedback from customers</li><li>✓ Manage customer service recovery</li><li>✓ List the customer service recovery method</li><li>✓ Manage customers retention and be responsible for measuring customer satisfaction</li></ul>	<ul style="list-style-type: none"><li>✓ Ensure that service expectations are being met</li><li>✓ Understand the challenges of customer service (PESTEL analysis)</li><li>✓ Identify active listening and effective questioning techniques</li><li>✓ Describe complaint handling practices</li><li>✓ Identify good telephone communication skills</li><li>✓ Define quality</li><li>✓ Handle complaints effectively</li></ul>
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**Module Assessment:** The assessment will be as follows:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 40% of the global mark.

Each learner will deliver a 10-minute presentation, in order to be assessed on his/her competence. The topic of the presentation will be chosen beforehand in agreement with the Trainer. This will have a total of 60% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Presentation. The pass mark is 45%.

The Malta Further and Higher Education (MFHEA) deems this certificate to be at Level 4 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 1 ECVET point is assigned.