

After Sales and Customer Care

Applying for this course

This course is for persons who completed compulsory schooling up to 65 years of age. Individuals must also be in possession of an MQF Level 2 qualification in English. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on ga.jobsplus@gov.mt, stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience.

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, including demonstrations.

General assessment policy and procedures for this course:

The assessment will vary from one module to the other. For this module, the learner will be assessed through a case study with respective questions. This assessment method gives tutors the opportunity to review and consolidate the learning being covered.

Module 1 Learning Outcomes – After Sales and Customer Care

<ul style="list-style-type: none">✓ Be responsible for gaining customer trust through appropriate interaction✓ Manage client complaints effectively✓ Carry out tasks in after sales support✓ Sell products to clients while respecting client confidentiality✓ Ensure to stay in touch with clients✓ Be responsible for understanding the consumer law – rights of client and rights of seller	<ul style="list-style-type: none">✓ Be responsible for providing good after sales service✓ Ensure client reactivation and remarketing✓ Be responsible for building communities and brand ambassadors✓ Be responsible for knowing about the MCCA and their function as the local authority that safeguards customers' rights
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Module 1 Assessment:

The learner will be assessed by being presented with a case study and the learner would need to identify how to tackle the issue presented in the case study. This will carry a total of 80% of the global mark.

An ongoing assessment for learning by way of oral and practical exercises will take place throughout the entire unit, to assess and consolidate the learning being covered. This will carry a total of 20% of the global mark.

Trainees are required to obtain a pass mark (45%) in both the case study and the Ongoing Assessment.

The Malta Further and Higher Education Authority (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 2 ECTS points are assigned.