

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 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

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