

# COURSES WITH CALL CENTRE MODULES



**BASED, inter alia, ON UNIT STANDARD 14348 PROCESS INCOMING AND OUTGOING CALLS FROM SERVICE SETA BUSINESS ADMINISTRATION QUALIFICATION 61595**

		<b>CASH</b>	ESTIMATED TIMES/MON THS	<b>TERMS</b>
7	COMPUTER LITERACY + ADVANCED CALL CENTRE & CASHIER (TWO CERTIFICATES)	R7 500	3/6 MONTHS	<b>R8 600</b>
8	COMPUTER LITERACY + OFFICE ADMIN ADVANCED + CUSTOMER CARE + ADVANCED CALL CENTRE (DEBT COLLECTING)(ADVANCED LEVEL)	R7 900	3/6 MONTHS	<b>R9 000</b>
9	COMPUTER LITERACY + OFFICE ADMIN & RECEPTIONIST 101 + ADVANCED CALL CENTRE	R7 900	3/6 MONTHS	<b>R9 000</b>
10	COMPUTER LITERACY + ADVANCED CALL CENTRE + ADVANCED DATA CAPTURE	R7 400	3/6 MONTHS	<b>R8 500</b>
13	COMPUTER LITERACY + ADVANCED CALL CENTRE & ADVANCED DATA CAPTURE + CASHIER (TWO CERTIFICATES)	R8 000	3/6 MONTHS	<b>R9 000</b>
19	COMPUTER LITERACY + ADVANCED CALL CENTRE (INCLUDES LETTER & REPORT WRITING)	R6 900	3/5 MONTHS	<b>R7 900</b>
20	<b>SPECIAL 2 WEEK COURSE – ONLY IF STUDENT IS ALREADY COMPUTER LITERATE - NO COMPUTER TRAINING INCLUDED – ONLY BASIC CALL CENTRE TRAINING PLUS DEBT COLLECTING PLUS COURIER AND/OR SECTOR OF YOUR CHOICE.</b>	R4 500	2 WEEKS	
21	COMPUTER LITERACY PLUS BASIC CALL CENTRE	R6 300	2/3 MONTHS	<b>R7 300</b>
22	COMPUTER LITERACY PLUS BASIC CALL CENTRE PLUS OFFICE ADMIN 101	R6 750	2/3 MONTHS	<b>R7 750</b>
23	ONLY FOR STUDENTS WHO ARE COMPUTER LITERATE AND HAVE WORKED AND WANT AN ADD ON COURSE – 2 DAYS – BASIC CALL CENTRE	R3 500	2 DAYS	<b>R3 500</b>

- ALL CALL CENTRE COURSES ARE DONE AT THE COLLEGE AT FIRST FLOOR, 580 LOUIS BOTHA AVENUE, GRESSWOLD, JOHANNESBURG.
- COURSES CAN BE DESIGNED TO STUDENTS SPECIFIC NEEDS.
- SPECIAL TIME TABLES CAN ALSO BE DESIGNED TO SUIT STUDENTS SPECIAL REQUIREMENTS.
- COURSES ARE GENERALLY 9 A.M. TO 2.30 P.M. MONDAYS TO FRIDAYS.