

# SPECIAL NEW - E-LEARNING COURSES




**IF YOU CAN'T ATTEND AT THE COLLEGE  
AND IF YOU ARE ALREADY COMPUTER LITERATE  
AND YOU CAN TYPE OUT YOUR ASSIGNMENTS  
AND SEND THEM TO THE COLLEGE  
BY E-MAIL, THEN YOU CAN DO OUR E-MAIL COURSES  
AND IT WOULD ALSO BE NICE IF YOU HAVE INTERNET CONNECTION  
SO THAT HAVE SEARCH FACILITIES TO WATCH THE RELEVANT  
TRAINING VIDEOS e.g. GOOGLE etc  
THEN YOU CAN CHOOSE ANY OF THESE COURSES TO DO BY  
E-LEARNING:**

**COURSE MATERIAL AND ASSIGNMENTS  
PLUS PORTFOLIO OF EVIDENCE = ALL COURSES OF HAVE WORK RELATED  
ASSIGNMENTS THAT NEED TO BE COMPLETED**

<b>OFFICE ADMIN RECEPTIONIST 101</b>	<b>= R6 500</b>
<b>OFFICE ADMIN 101 + DATA CAPTURE</b>	<b>= R6 900</b>
<b>OFFICE ADMIN 101 + EVENT PLANNING</b>	<b>= R6 900</b>
<b>OFFICE ADMIN 101 + HOTEL AND HOSPITALITY</b>	<b>= R6 900</b>
<b>ADVANCED CALL CENTRE</b>	<b>= R6 900</b>
<b>OFFICE ADMIN 101 + BASIC CALL CENTRE</b>	<b>= R6 900</b>
<b>OFFICE ADMIN 101 + ADVANCED CALL CENTRE</b>	<b>= R7 500</b>
<b>OFFICE ADMIN 101 + HR – *Entry Level*</b>	<b>= R8 500</b>

**SUBJECT TO COLLEGE TEST FOR ENGLISH LANGUAGE PROFICIENCY**

## **OFFICE ADMIN 101 = YOU WILL LEARN -**

**HOW TO GREET CUSTOMERS, TELEPHONE MANAGEMENT SKILLS OF ANSWERING THE PHONE, BRIDGING, GIVING PRODUCT INFORMATION, DEALING AND END CALLS, SCREENING CALLS, PUTTING CUSTOMERS ON HOLD, TRANSFERRING CALLS AND OUTGOING CALLS ETC., DIARY AND TELEPHONE MANAGEMENT AND CALL HANDLING, MESSAGE TAKING, PETTY CASH AND FILING**

**OFFICE ADMIN 201 = ALL THE ABOVE PLUS LETTER, EMAIL AND REPORT WRITING, NOTICES, AGENDAS AND MINUTES OF MEETING AND EVENT PLANNING**

**BASIC CALL CENTRE = YOU WILL LEARN CALL HANDLING OF ANSWERING, BRIDGING, CLARIFYING, GIVING VARIOUS KINDS OF PRODUCT INFORMATION, DEALING AND ENDING CALLS IN A CALL CENTRE ENVIRONMENT, CUSTOMER CARE, LANGUAGE, VOCABULARY BUILDING AND PRONUNCIATION**

**ADVANCED CALL CENTRE = ALL THE ABOVE PLUS LETTER, E-MAIL AND REPORT WRITING**

**PAYMENT PLANS = You will need to pay a first instalment of R2 000 and then we would like you to pay at least R1 000 per month so that you can finish your course within 6 months but if you cannot do this, we can arrange a special payment plan for you.**

- **Once you have enrolled and paid your first instalment, we will E-MAIL you your first module with the accompanying assignments**
- **You will then e-mail these back to us, we will mark them and send you the next module**
- **This way you will cover the course**
- **At the end of the course you will do your Portfolio of Evidence and submit this to us**
- **Thereafter once we have assessed your work, we will issue you with your relative Certificate**

**IF YOU WOULD LIKE ANY FURTHER INFORMATION, JUST E-MAIL CAREER COMPUTER COLLEGE AT [career@iafrica.com](mailto:career@iafrica.com) or Call 082 909 7776 and we will answer all your questions.**

