

CAREER COMPUTER COLLEGE E-LEARNING COURSES



We would like you to attend at the College because you will get individual teaching with a tutor in the training room at all times, to help you.

BUT

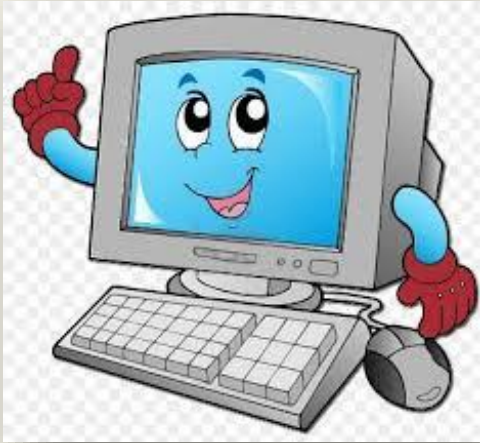
**IF YOU CAN'T ATTEND AT THE COLLEGE
AND IF YOU ARE ALREADY COMPUTER LITERATE**

**AND YOU CAN TYPE OUT YOUR ASSIGNMENTS
AND SEND THEM TO THE COLLEGE
BY E-MAIL, THEN YOU CAN DO OUR E-MAIL COURSES.
IT WOULD ALSO BE NICE IF YOU HAVE AN INTERNET CONNECTION
SO THAT YOU HAVE SEARCH FACILITIES TO WATCH THE RELEVANT
TRAINING VIDEOS THAT WE RECOMMEND.**

	E MAIL COURSES	CASH	TERMS
	REGISTRATION FEE	R 500	R500
101 = BASIC COURSES 201 = ADVANCED COURSES			
1	OFFICE ADMIN RECEPTIONIST 101	R6 500	R7 500
2	OFFICE ADMIN 101 + DATA CAPTURE	R6 900	R7 900
3	OFFICE ADMIN 101 + EVENT PLANNING	R6 900	R7 900
4	OFFICE ADMIN 101 + HOTEL AND HOSPITALITY	R6 900	R7 900

5	ADVANCED CALL CENTRE includes Angry Caller training, email, letter and report writing	R7 200	R8 200	
6	OFFICE ADMIN 101 + CALL CENTRE 101	R7 500	R8 500	
7	OFFICE ADMIN 101 + ADVANCED CALL CENTRE	R7 900	R8 900	
8	BASIC CALL CENTRE – INTRODUCTION MODULE - Module ANSWERING, BRIDGING, CLARIFYING, DEALING AND ENDING CALLS – *NO ANGRY CALLER MODULE*	R3 500	R4 500	
9	BASIC CALL CENTRE ONLY – AS ABOVE BUT WITH THE ANGRY CALLER MODULE	R4 000	R5 000	
10	OFFICE ADMIN 101 + HR – *Entry Level* SUBJECT TO COLLEGE TEST FOR ENGLISH LANGUAGE PROFICIENCY and WORK EXPERIENCE –	R8 500	R11 500	

**COURSE MATERIAL AND ASSIGNMENTS
INCLUDES YOUR PORTFOLIO OF EVIDENCE.
CAREER COMPUTER COLLEGE IS REGISTERED WITH
MICT SETA 2010/07/902
YOUR TRAINER IS ALSO A REGISTERED ASSESSOR
AND MODERATOR
COURSES ARE ALIGNED TO THE REQUIRED UNIT
STANDARDS FROM SERVICE SETA BUSINESS
QUALIFICATION 61595.**



THE COURSES AND ASSIGNMENTS ARE PRACTICAL AND WORK RELATED.

ASSIGNMENTS NEED TO BE TYPED OUT AND EMAILED BACK TO THE COLLEGE FOR MARKING.

YOU NEED TO BE COMPUTER LITERATE BEFORE DOING THESE COURSE.

OFFICE ADMIN 101 = YOU WILL LEARN - MODULES:



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 = YOU WILL LEARN MODULES:

ALL THE ABOVE PLUS LETTER, EMAIL AND REPORT WRITING, NOTICES, AGENDAS AND MINUTES OF MEETING AND EVENT PLANNING

BASIC CALL CENTRE COURSE MODULES:

This is a basic course that includes Answering, Bridging, Clarifying, Dealing and Ending Calls together with the Angry Customer Module and includes giving various kinds of product information in a call centre environment, customer care, language, vocabulary building and pronunciation.

There are 2 such courses -

- 1. with the Angry Customer Module.**
- 2. without the Angry Customer Module**



ADVANCED CALL CENTRE

MODULES:

**ALL THE ABOVE PLUS
E-MAIL WRITING,
ADVANCED SCRIPTING covering
DEBT COLLECTING,
COURIER SERVICES,
ORDER TAKING etc.**

CASH AND TERMS PAYMENT PLANS

- **Cash payment represents a full payment before starting.**
- **Terms payments represents - 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. Modules will only be released on completion of payment for each module.**

COURSE PROCEDURE

- **Once you have enrolled and paid your first instalment, we will E-MAIL you your first module.**
- **You will then e-mail these ASSIGNMENTS back to us. We will then 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 CV and submit these to us.**
- **Thereafter once we have assessed your work, we will issue you with your Certificate and Letter of Reference plus information as to Job Presentation skills etc.**

IF YOU WOULD LIKE ANY FURTHER INFORMATION, JUST E-MAIL CAREER COMPUTER COLLEGE AT career@iafrica.com or Call 082 909 7776 or 010 023 1176 and we will answer all your questions.

IF YOU WOULD HOWEVER, LIKE TO SELECT YOUR OWN MODULES FOR YOUR COURSE FROM THE ABOVE, WE ARE ABLE TO DO THIS FOR YOU. JUST LET US KNOW WHAT YOU WOULD LIKE TO LEARN AND WE WILL PUT TOGETHER A STUDENT CENTERED LEARNING COURSE FOR YOU!



**REGISTERED MICT SETA
DAILY TRAINING T/A CAREER
COMPUTER COLLEGE
ACC 2010/07/902**



TRAINER FOR BUSINESS COURSES:

These courses are given by **TRAINER: CAROLE CASTLE:**

INTER ALIA FIRST CLASS MATRIC, DISTINCTION **PUBLIC RELATIONS** DIPLOMA, DISTINCTION **BUSINESS ADMINISTRATION** DIPLOMA, CALL CENTRE CERTIFICATE, SERVICES SETA ASSESSOR and MODERATOR – MICT SETA ASSESSOR AND MODERATOR -

HER **WORK EXPERIENCE** INCLUDES LEGAL OFFICES, CROSSROADS REMEDIAL SCHOOL, PUBLIC RELATIONS OFFICER FOR TWINS PHARMACEUTICALS, EXPORT OFFICER, MARKETING OFFICER etc - CAREER COMPUTER COLLEGE AND PROUD SKILL DEVELOPMENT COLLEGE TRAINER 19 YEARS – **A TRAINER WHO CAN GIVE YOU REAL PRACTICAL WORK PLACE EXPERIENCE** -

WE DON'T READ FROM BOOKS and NOTES LIKE OTHER COLLEGES – WE DO ACTUAL PRACTICAL REAL TIME OFFICE WORK ASSIGNMENTS! BECAUSE YOUR TRAINER HAS WORKED IN ALL THOSE KINDS OF OFFICES! Also we will give you free help and assistance with your English!!!!!!

WE LOOK FORWARD TO TRAINING YOU.

