

UNIT STANDARD TITLE	Foster and Maintain Customer Relations – Skills Programme from Driver Learnership
UNIT STANDARD ID	123258
NQF LEVEL	3
CREDITS	10
DURATION	3 Days
LEARNER RATIO	
ENTRY LEVEL	It is assumed that learners have already attained the competencies of Mathematical Literacy at NQF Level 2, and Communication at NQF Level 2
PURPOSE OF UNIT STANDARD	<p>The purpose of the learning credited in this unit standard is to ensure that learners are able to interact professionally with customers. Improved customer relations leads to improved customer service, which, in turn, results in business growth and profitability. Professional driving services are improved, thereby improving the image and profitability of the field of transport services. This set of competence is transferable to all other fields where services are provided to customers, and thus improves the employability of credited learners, by enhancing their understanding of the processes and the context of customer service.</p> <p>Credited learners are capable of:</p> <ul style="list-style-type: none"> • Describing organizational structures and products/services for specific contexts. • Operating within a customer service system according to context requirements. • Identifying customer needs and expectations within specific contexts. • Dealing with customer complaints according to specified procedures. • Choosing interpersonal behaviors' appropriate for occupational situations.
COURSE OUTCOMES	<ul style="list-style-type: none"> • Describe organizational structures and products/services for specific contexts. • Operate within a specific customer service system according to context requirements. • Identify customer needs and expectations within specific contexts. • Deal with customer complaints according to specified procedures. • Choose interpersonal behaviors appropriate for occupational situations. • Practical examples • Roll plays • Interactive sessions
ASSESSMENT & CERTIFICATION	<ul style="list-style-type: none"> • Learners will write a summative assessment. • Certificate of competence will be issued by Ikaheng.
COSTING PER COURSE	<ul style="list-style-type: none"> • Speak to your Sales Representative