

NO	SCOPE OF WORK (DESCRIPTION SERVICES OR GOODS)	AMOUNT
	The service provider should be accredited to offer apply the basic skills of customer service training in Pretoria Hatfield	
	COURSE DETAILS:	
	Learning Programme Name: Apply the basic skills of customer service	01
	Target number of delegates: 01	
	Target: Salary Level 06 - 08	
	Training Days: 5 days	
	PROOF OF ACCREDITATION (SETA OR DHE):	
	Attach Training Service Provider profile and references.	
	Reflect Credits: 2 Credits	
	Reflect NQF Level: SAQA NQF Level 2	
	LETTER OF ACCREDITATION:	
	Attach Service Provider accreditation and course accreditation (Valid SETA issued Learning Programme - approval Letter)	
	Attach Profile and Course content aligned to registered unit Standards	
	SPECIFIC LEARNING OUTCOME ALIGNED TO SAQA WHERE APPLICABLE:	
	<ul style="list-style-type: none"> • Explain customer service in a financial services environment. • Engage in an interaction with a customer. • Demonstrate communication skills in order to respond to a customer need. • Process a query in order to respond to a customer need. 	
	TRAINING MUST INCLUDE:	
	Learning Material	
	Facilitation	
	Assessment	
	Moderation	
	Certification: Service Provider should issue certificate of competence. 25% of the invoice will be processed on receipt of the certificates on or before the 31 March 2026	
	LEARNING STYLE	
	Face to Face	
	MEDIA	
	The teaching and learning media and modes of delivery to achieve the intended learner outcomes are the responsibility of the service provider	
	Provide stationery and training	
	LOGISTICS	
	Training should be within Pretoria Hatfield	
	Meet all OHS requirements, and have security and access controls, appropriate provision of refreshments /lunch	
	SUPPLY CHAIN MANAGEMENT REQUIREMENTS	
	Refer to page 2 of 7	
	No.3 List of returnables.	
	MONITOR PROVISION TO ENSURE THAT SPECIFICATIONS ARE FOLLOWED	
	Administer attendance in partnership with the Department	
	Provide evaluation report	
	Submission of invoice	
	TOTAL PRICE EXCLUDING VAT	