



COURSE OUTLINE

Skills Program on Service Delivery (Senior Government Officials)

This course is accredited by the Public Service Education and Training Authority (PSETA), is worth 34 credits and aligned to SAQA unit standards 10079 at NQF level 6 (12 credits); 10080 at NQF level 6 (8 credits); 120306 at NQF level 6 (8 credits); and 120310 at NQF level 5 (6 credits).

Course Objectives

To provide learners with knowledge, skills, attitudes and values required to improve and manage service delivery in the public sector environment. Successful completion of the learning programme will enable these learners, who are required to use of public assets to render services to the communities, to understand client behaviour and characteristics and plan service delivery improvement in order to meet organisational targets.

Duration

5 Days contact sessions

Course Outcomes

Learners found competent in this skills programme will be capable of:

- Identifying factors which influence customer service and perceptions.
- Designing methodologies to measure factors and perceptions of customer service.
- Implementing customer service measurement processes and collect data.
- Analysing measurement results of customer service levels.
- Identifying factors which influence customer service and perceptions.
- Designing methodologies to measure factors and perceptions of customer service.
- Implementing customer service measurement processes and collect data.
- Analysing measurement results of customer service levels.
- Developing a service delivery improvement plan to meet organisational targets.
- Applying service delivery improvements and honour client confidentiality.
- Reviewing the service delivery improvement plan of the organisation/department.
- Analysing the relationship between service communication and client behaviour and characteristics.
- Applying client service techniques.
- Applying client techniques to high-risk customer relations.
- Applying professional conduct in service provision.

COURSE CONTENT

Module 1

Measure and analyse customer service levels

- Factors which influence customer service and perceptions
 - Methodologies to measure factors and perceptions of customer service
 - Implementation of customer service measurement processes and collection of data
 - Analysis of measurement results of customer service levels
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Module 2

Formulate, design and implement customer service delivery systems and processes

- Develop and implement an action plan to achieve desired service levels
 - Monitor progress and effectiveness of action plans implemented
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Module 3

Manage service delivery improvement

- Develop a service delivery improvement plan to meet organisational targets.
 - Apply service delivery improvements and honour client confidentiality.
 - Review the organisational service delivery improvement plan.
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Module 4

Apply client service techniques to improve service delivery

- Analyse the relationship between service communication and client behaviour characteristics.
 - Apply client service techniques.
 - Apply client service techniques to high-risk customer relations.
 - Apply professional conduct in service provision.
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