**SKILLS PROGRAMME: RECEPTIONIST L3 CURRICULUM DESIGN**

**Skills Programme Details:**

**Skills Programme Name**

Skills Programme: Receptionist

NQF Level 3

**Total credits to be obtained after achievement**: 69

**Purpose of the Skills programme**

The image of a business and the effectiveness of its management can be profoundly enhanced by highly efficient receptionists. A receptionist is the first person a client makes contact with therefor this programme is designed to improve the skills of both ideal for receptionists who wish to improve their proficiency levels and career prospects.

**Target Audience:** This course is designed for everyone who could be stationed in the reception area-receptionists, call centre agents, customer service representatives, and all customer-facing staff.

**Entry/Admission requirements**

* Foundational skills in English and Mathematics at NQF Level 2
* Grade 9 or equivalent.

**Qualification Duration:** 6900**/**6 months

**Possible Careers**

* Data Captures
* Junior Administrators
* Receptionist
* Telephonist

**Receptionist Programme content**

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|  | **ID** | **UNIT STANDARD TITLE** | **NQF LEVEL** | **CREDITS** |
| Core | [117925](http://allqs.saqa.org.za/showUnitStandard.php?id=117925) | Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner | 02 | 3 |
| Core | [116935](http://allqs.saqa.org.za/showUnitStandard.php?id=116935) | Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application | 02 | 2 |
| Core | [117923](http://allqs.saqa.org.za/showUnitStandard.php?id=117923) | Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief | 02 | 5 |
| Core | [116937](http://allqs.saqa.org.za/showUnitStandard.php?id=116937) | Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets | 02 | 4 |
| Core | [116931](http://allqs.saqa.org.za/showUnitStandard.php?id=116931) | Use a Graphical User Interface (GUI)-based web-browser to search the Internet | 02 | 4 |
| Core | [117924](http://allqs.saqa.org.za/showUnitStandard.php?id=117924) | Use a Graphical User Interface (GUI)-based word processor to format documents | 02 | 5 |
| Core | [116945](http://allqs.saqa.org.za/showUnitStandard.php?id=116945) | Use electronic mail to send and receive messages | 02 | 2 |
| Core | [116936](http://allqs.saqa.org.za/showUnitStandard.php?id=116936) | Use a Graphical User Interface (GUI)-based database application to work with simple databases | Level 03 | 3 |
| Core | [116930](http://allqs.saqa.org.za/showUnitStandard.php?id=116930) | Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance | 03 | 5 |
| Core | [116940](http://allqs.saqa.org.za/showUnitStandard.php?id=116940) | Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem | 03 | 6 |
| Core | [116942](http://allqs.saqa.org.za/showUnitStandard.php?id=116942) | Use a GUI-based word processor to create merged documents | 03 | 3 |
| Core | [119078](http://allqs.saqa.org.za/showUnitStandard.php?id=119078) | Use a GUI-based word processor to enhance a document through the use of tables and columns | 03 | 5 |
| Core | [115391](http://allqs.saqa.org.za/showUnitStandard.php?id=115391) | Demonstrate an understanding of the principles of the internet and the world-wide-web | 04 | 3 |
| Core | [114076](http://allqs.saqa.org.za/showUnitStandard.php?id=114076) | Use computer technology to research a computer topic | 04 | 3 |
| Core | [116943](http://allqs.saqa.org.za/showUnitStandard.php?id=116943) | Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet | 04 | 3 |
| Fundamental | [8968](http://allqs.saqa.org.za/showUnitStandard.php?id=8968) | Accommodate audience and context needs in oral communication | l 03 | 5 |
| Elective | [7785](http://allqs.saqa.org.za/showUnitStandard.php?id=7785) | Function in a business environment | 03 | 4 |
| Elective | 13931 | Monitor and control the maintenance of office equipment | 03 | 4 |
|  | | | | 69 |