

Home / Services SETA / Occupational Certificate: Project Manager

**台 Our Free Value Adds** 

**NQF Level 5 | Services SETA** 

# Occupational Certificate: Project Manager

Develop essential customer service skills and techniques to deliver exceptional client experiences. This qualification prepares you for entry-level customer service roles across various industries.

240 Credits 24 Months NQF 5 Level



# **Qualification Overview**

This Customer Service qualification is designed to provide learners with the knowledge, skills, and attitudes required to deliver excellent customer service in various business environments. The qualification covers fundamental customer service principles, communication techniques, and problem-solving strategies.

# **Learning Outcomes**

Upon completion of this qualification, learners will be able to:

- Apply customer service principles and best practices
- Communicate effectively with customers using various channels
- Handle customer complaints and resolve conflicts professionally
- Use customer service technology and systems effectively
- Work as part of a customer service team
- Maintain professional standards and ethics

# **Programme Modules**

# **Module 1: An Introduction to Project Management**

Introductory studies for Project Managers

### **Module 2: Project Initiation and Planning**

- Project scope management
- Initiate a project
- Plan and develop a project management approach and scope statement
- Plan project management systems
- Attend to project initiation management processes

Attend to project planning processes

#### **Module 3: Project Human Resource Management**

**台 Our Free Value Adds** 

- · Project Human Resource Management
- Project Stakeholder Management
- Manage and control the human resources of a project

#### **Module 4: Project Communications Management**

- Project Communications Management
- Conduct and control project communication and stakeholder interaction

#### **Module 5: Project Risk Management**

- · Project Risk Management
- Manage and control project risks

#### **Module 6: Project Time Management**

- Project Time Management
- Plan and develop a project timeline and schedule

#### **Module 7: Project Cost Management**

- Project Cost Management
- · Plan for and project the cost of a project (NQF Le

# **Module 8: Project Procurement Management**

- Project Procurement Management
- Manage and control project procurement activities

#### **Module 9: Project Integration Management**

- Project Integration Management
- Monitor and control the scope of a project
- Control the project delivery schedules and costs
- Attend to project execution and control processes

**台 Our Free Value Adds** 

### **Module 10: Project Quality Management**

- Project Quality Management
- Control the project quality

# **Module 11: Project Close-out**

- Manage and control project close-out activities
- Attend to project close out processes

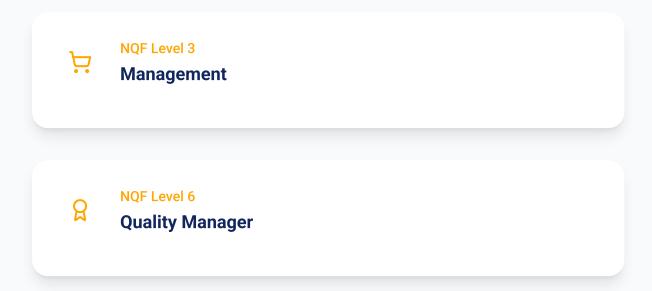
**Career Opportunities** 

Services SETA
Level 5
240 Credits
24 Months
101869

Customer Service Representative
Call Center Agent
Reception Desk Officer
Retail Sales Assistant
Help Desk Support
Customer Relations Officer
Need Help?
Contact our qualification specialists for guidance.
help@speccon.co.za

# **Related Qualifications**

Explore other Services SETA qualifications





**晉 Our Free Value Adds** 



Empowering individuals and organisations through high-quality, accredited education and training solutions.

#### **Quick Links**

Why Choose Us

Qualifications

Accreditations

#### **Contact Us**

Phone: 012 667 4962

Email: <u>help@speccon.co.za</u>

© 2025 SpecCon Holdings. All rights reserved.