



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

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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

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- 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

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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

Qualification Details

SETA	Services SETA
NQF Level	Level 5
Credits	240 Credits
Duration	24 Months
SAQA ID	101869

Career Opportunities

-  Customer Service Representative
-  Call Center Agent
-  Reception Desk Officer
-  Retail Sales Assistant
-  Help Desk Support
-  Customer Relations Officer

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Need Help?

Contact our qualification specialists for guidance.

help@speccon.co.za

Related Qualifications

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NQF Level 3

Management



NQF Level 6

Quality Manager



NQF Level 5

Office Supervision

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Phone: 012 667 4962

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