

Developing
top talent

UCADEMY

LEVEL UP

Ucademy is an accredited learning provider that delivers professional training and skills development programmes.

Ucademy in conjunction with Bepsa and City of Cape Town are seeking young unemployed matriculates to embark on an exciting Digital Skills Programme. Successful candidates will participate in a 6 week Customer Service Digital Skills Programme, followed by a 12 month internship as a Customer Service Agent at a Business Process Management (BPO) organisation within the Western Cape. The 6 week training programme includes an accredited unit standard which you can add to your professional qualifications.

Learner Outcomes: 6 Week Digital Job Readiness Programme

Directed Digital Learning: The 6 week Programme will focus on the underlying foundational learning objectives

- 1 Understand their world of work and how to function within this world professionally and appropriately
- 2 Understand the BPO Sector, The nature of work, and an overview of the various industries they could be placed within
- 3 Communicate effectively (verbal and non-verbal) with customers in order to identify their needs and respond appropriately and accurately
- 4 Employ their multitasking and administrative skills to allow them to switch between tasks efficiently and accurately as well as to take quick notes, access various systems and track recorded conversations whilst speaking to customers
- 5 Employ the necessary cognitive and emotive skills to empathetically respond to customers and handle difficult conversations whilst managing their own internal emotional reactions, stress levels, and their outward emotional display
- 6 Display a service orientation in responding timeously to customers and proactively anticipating customer needs. Providing solutions to customer problems to quickly and effectively resolve issues and improve customer satisfaction
- 7 Display a sales orientation by confidently and assertively conveying their opinion about a product for the purpose of converting a lead
- 8 Understanding of ethics, governance and morals standards, and how to employ this understanding in decision making
- 9 Understand how to operate as a team member in a diverse and virtual working environment

Ucademy #SkillUp - Empowering our youth with skills for a Digital Future and preparing them for employment in a growing Business Process Management Industry 4.0

UNIQUE LEARNER PROFILE (ULP)

Learners complete evaluation to determine their Unique Learner Profile (ULP)

6 WEEK DIRECTED DIGITAL LEARNING

Blended digital directed learning within a facilitated environment

12 MONTH INTERNSHIP

On the job experience supported by HYPER-PERSONALISED LEARNING JOURNEY** to close learning gaps identified in the learners ULP (Unique Learner Profile)

REQUIREMENTS

- Matric (Passed English, Maths or Maths Literacy)
- Currently unemployed
- A keen interest in customer service and being a call center agent
- Basic computer literacy
- No criminal record
- Able to communicate clearly in verbal and written



0860 44 4470
www.ucademy.co.za



© Copyright 2017, Ucademy (Pty) Ltd. All rights reserved