



Selecta Advance Learning Training Centre
(Wholly Owned By Selecta Education Group)

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Centre for Up skilling & Assessment for Competency Programmes



www.selecta.edu.my

THE UPSKILLING PROGRAMME FOR MALAYSIAN

About Selecta

Quality training and education is the highest degree remains the cornerstone of all the activities of Selecta Advance Learning Training Centre Sdn Bhd. The Institution strives on quality and yet affordable training and education. The Education Industry in Malaysia is in a constant state of flux. Changes sweep through rapidly in response to the needs of the industries. Globalization and high technology are introducing new paradigms into industry, forcing education providers to keep pace.

Selecta is a Private Limited company and registered with ministry of Human Resources for its vocational programmes and with PSMB for skill and professional based programmes locally. Both programmes are conducted from Certificate to diploma level and currently Selecta is providing full time, part time and weekend programmes for school leavers and working adults.

Selecta has been a leader in the field of Business Management, Office Administration ,Healthcare Management envisages dramatic developments within its key sectors such as Business, Management, IT and Healthcare Management to tackle the challengers a head.

Selecta is located in central part of Kuala Lumpur city which can be easily assessed via public transport, such as buses, LRT, Monorail, and taxis.

About Selecta's Trainers and Facilitators

Selecta has a pool of trainers and facilitators in all the above field specializations. Apart from full time and part time trainers, Selecta also has free lance trainers. All trainers are qualified with the necessary tertiary qualifications and relevant experiences.

Selecta's others Value Added Services

1. Industry oriented training programmes
2. Quality training materials
3. Affordable fees
4. Flexible training mode
5. Assessment and complete outcome report
6. Reliable training evaluation process
7. Follow up training and workshops
8. Tailor made training modules as per clients requirements
9. Effective Administrative Support
10. Free Training Need Analysis

Administration Details

Selecta Advance Learning Training Centre

Website: www.selecta.edu.my

Contact person: Dr R Rupa Saminathan 012-5489519/016-3064119

SUMMARY OF TRAINING PROGRAMME

Programme	Telecommunications (Call Centre Operation)
Level	Certificate 1
Duration	5 days (Mon – Friday)
Time	9:00am – 5:00pm
Logistic/ Venue	In-House/ Public
Fees	RM5,900.00

Programme Description

Certificate in Telecommunications (Call Centres) program provides a pathway for participants to gain skills and knowledge necessary to seek employment in one of the fastest growing and dynamic industries. The delivery focuses on developing intermediate skill levels or recognizing the skills of experienced employees.

Your understanding of telecommunications technology will be improved, as will your customer service skills and ability to undertake tasks within various call centre operations. Undertaking this course will also ensure you are able to manage your personal work priorities and professional development and provide and maintain a safe working environment.

The following represents the units of competency that form the qualification:

Objective

1. To Establish and manage effective relationships within the call centre team environment
2. To provide a professional telecommunication services as per the Industry requirements using a simple yet effective language (English)
3. To Conduct data collection for market research, opinion polls, customer surveying
4. To Manage and build on relationships with customers
5. To Resolve complaints dealing with specific product/service
6. To Resolve customer complaints

Methodology

The program is delivered in an accelerated format. The classes are highly interactive, engaging and easy to navigate format will used through out the programme. Theoretical sessions shall be followed by practical and general discussions. Course materials shall be professionally designed for ease of understanding and application.

Job Opportunities

There is a strong demand within the telecommunications industry for trained customer service representatives. The training offered in this course is designed for people wanting to gain employment in the telecommunications industry, or those who are already employed,

APPENDIX B2**COURSE OUTLINE**

CODE	Modules	Coverage
TC 001	Fundamental of Telecommunication & ICT	-The basis of Telecommunications & Related Technology -Use telecommunications technology in receiving incoming and making outgoing calls in the call centre environment - Use basic computer technology to process enterprise/ customer data in the call centre environment -Use specific enterprise systems to satisfy customer requirements
TC002	Basic Telephone Etiquette & Principles of Telemarketing	Do & Don't's in Business Telecommunication & Telemarketing
CS003	Customer Care Services and Frontline Management	Effective Customer care and basic requirements of manning frontline
CS004	Handling Customers Complaints	The right approaches of handling dissatisfied customers
BE05	Business English	Basic English and correct Pronunciations
SD06	Manage Personal Work Priorities and Professional Development	Organising Skills, Time Management, Grooming and deportment, tree Management
SD07	Manage and Build Professional Customer Relationship	How to build a professional customer relationship
SD08	Intro to Call Centre Management & Operation	An Intro to Call Centre Management & Operation