



Teleservices

**FETAC Level 6
B30140**

Programme Brochure

Teleservices

FETAC Level 6 - B30140

Oyster TRAINING Programmes

The programme is designed to provide learners with the appropriate skills and knowledge to operate as a services or teleservices agent in call centre or teleservices environment.

Programme Aims

Learners who successfully complete this module will:

- Understand technological systems and processes used by national and international call centres
- Gain an understanding of how to represent their organisation effectively
- Appreciate the importance of working as part of a team
- Understand the requirements for offering an effective quality service to customers
- Appreciate the importance of the telephone as a business tool
- Appreciate the sophisticated operations involved

Programme Content

The programme is delivered in six units as follows:

- Unit 1 - The Industry
- Unit 2 - Organising the Working Environment
- Unit 3 - Telecommunications
- Unit 4 - Communication Skills
- Unit 5 - Call Management – Inbound and Outbound
- Unit 6 - Database Management

Programme Duration

This programme comprises a minimum of 110 hours of learning, of which a minimum of 36 hours will be tutor led and the remainder will be learner centred learning. These 36 hours of tutor led training will be delivered over a period of six days.

Programme Certification

On successful completion of the programme, learners will receive the FETAC Level 6 Minor Award, B30140 - Telesales.

Entry Requirements

To access the programme, learners should possess a FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications. Applicants who do not have these formal educational qualifications may apply for access to the programme based on their relevant life and work experience, achievement and learning.

All learners attending the course must bring to registration:

1. Completed Programme Booking Form
2. PPS number
3. Two recent personal passport size photographs. (These photographs have been taken within the last twelve months and must be signed on the back)
4. Identification (Drivers Licence, Passport, Social Welfare Services Card)

Learner Assessment

To achieve certification learners will complete the following assessments:

- Skills Demonstration - 70% of overall mark
- Assignment - 30% of overall mark.

Learner Progression

- B30140 - Teleservices is a component of:

BAXXX - FETAC Level 6 Advanced Certificate in Administration

BITSX - FETAC Level 6 Advances Certificate in International Teleservices

Learners who successfully complete the programme may use the associated credits towards these awards

- Certain Higher Education Institutions reserve a quota of places on specific programmes for applicants who have attained *any* FETAC Levels 5 or 6 awards. In 2010, a total of 408 such awards were listed on the Central Applications Office website (www.cao.ie).
- Certain programmes of higher education identify specific FETAC Modules as part of their entry requirements, e.g. learners with BAXXX - FETAC Level 6 Advanced Certificate in Administration may apply to the American College Dublin for access to the Honours Bachelors Degrees (Level 8) in Accounting and Finance or International Business or to the Institute of Technology Blanchardstown for access to the Honours Bachelors Degree (Level 8) in Sports Management and Coaching.
- Learners with BITSX - FETAC Level 6 Advances Certificate in International Teleservices may apply to UCC or UCG for access to the Honours Bachelors Degree (Level 8) in Arts, or to the Institute of Technology Blanchardstown for access to the Honours Bachelors Degrees (Level 8) in Business, Business and Information Technology or International Business.

Booking Form

Teleservices

FETAC Level 6 - B30140

Programme Details

Programme Title

Venue Date

Personal Details

Family Name

First Name(s)

Address for Correspondence

Tel. No. (Land-line)

Tel. No. (Mobile)

Date of Birth

PPS Number

Do you have any needs of which Oyster should be aware? Yes No

Please provide details
(or contact Oyster directly to discuss)

Attach two recent personal, passport size photographs, signed on the back, that have been taken within the past 12 months.

Qualification Details

Please provide details of your relevant qualifications.

- (e.g. FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications)

If applying based on life and/or work experience, achievement and other learning, please provide information you consider relevant to your enrolment on the programme.

- (Include any work or life experience you consider relevant, any training courses attended, voluntary work or any other information you consider relevant. Attach additional pages if required.)

I confirm that the information provided on this application form is correct and any attached documents are authentic.

Signature

Date

Programmes delivered by Oyster are of less than three months duration, therefore, Section 43 of the Qualifications Act (1999) does not apply. Regardless of this, in the event of Oyster ceasing to provide a programme for which fees have been paid, or prematurely ending a programme for which fees have been paid, these fees will be refunded to learners.

Employer Details

- If your course fees are being paid by your employer company or other funding body, please provide the following information
 - Please ensure that you complete the Programme Details and Personal Details sections on the previous page
 - Please note that payment must be made *before* the learner commences the programme.

Name	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>
Contact Name	<input type="text"/>
Contact Title	<input type="text"/>
Contact Tel. No.	<input type="text"/>
Fee Due	<input type="text"/>
P.O. Number	<input type="text"/>

Forward this booking form with the correct fee by way of a cheque, bank draft or postal order made payable to Oyster, to 44 Ticknock Park, Sandyford, Dublin 18.
T: 01 2063840 M: 085 1078585 E: info@oystercoaching.com

Oyster Use Only

Total Fee Paid	<input type="text"/>
Payment Method	<input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Postal Order
Receipt Number	<input type="text"/>
Photo ID Checked	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Passport
	<input type="checkbox"/> Drivers Licence
	<input type="checkbox"/> National Identity Card
	<input type="checkbox"/> Other <input type="text"/>
Staff Signature	<input type="text"/>

T: 01 2063840 M: 085 1078585 E: info@oystercoaching.com
www.oystercoaching.com