



Customer Service Excellence

OFFICIAL ACADEMIC PROSPECTUS & CURRICULUM GUIDE

NQF Level: Industry Certification | **Credits:** N/A

Delivery: Online

Print Date: June 30, 2026

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PROGRAMME OVERVIEW

PROGRAMME DURATION	5 Weeks
ACADEMIC LEVEL	Industry Certification
TOTAL CREDITS	N/A
SAQA REGISTRATION	Pending
MODE OF DELIVERY	Online
TOTAL INVESTMENT	R 5,500 (Registration Deposit: R 799)

Executive Introduction

The programme develops advanced customer service competencies focused on professional communication, conflict resolution, and service excellence. Learners gain practical skills to handle diverse customer interactions and maintain high standards of satisfaction in service environments.

PURPOSE OF THE LEARNING PROGRAMME

Outcomes are currently being formalized.

MODULE BREAKDOWN

Module 01: Understanding Customers

Types of customers and needs.

Module 02: Communication Skills

Active listening and tone.

Module 03: Problem Solving

Turning complaints into loyalty.

Module 04: Managing Stress

Dealing with difficult situations.

Module 05: Service Standards

Measuring quality and feedback.

NEXT STEPS & APPLICATION

Ready to definitively advance your professional trajectory? Formal applications are currently open for the upcoming academic cycle. To securely guarantee your placement in the next intake for **Customer Service Excellence**, please complete our online application process or contact our admissions advisory team directly.

CONTACT ADMISSIONS

Official Email: apply@softkingsacademy.co.za

Academy Website: www.skacademy.co.za

WhatsApp: +27 69 271 9901

Tel: +27 21 1097 366 | +27 12 004 3732 | +27 70 5422 373

DIGITAL STUDENT PORTALS

Studentzone: portal.skacademy.co.za

Exam Centre: exams.skacademy.co.za

Verify Certificate: skacademy.co.za/verify-certificate

APPLY ONLINE NOW

SOFTKINGS ACADEMY IS FORMALLY COMMITTED TO PROVIDING INDUSTRY-LEADING, ACCREDITED SKILLS DEVELOPMENT.

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INFORMATION CONTAINED WITHIN THIS PROSPECTUS IS CORRECT AT THE TIME OF PRINTING.