

Occupational Certificate: Project Manager NQF 5

^ PURPOSE

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.

A qualified learner 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

^ COURSE CONTENT

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

- 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
- Manage and control project procurement activities

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

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

DELIVERY

- Duration: 24 Months
- Delivery: Classroom/online/blended

^ ENTRY LEVEL REQUIREMENTS

- Communication at NQF Level 4
- Mathematical Literacy at NQF Level 4

^ CAREER POSSIBILITIES

Qualifying learners could follow a career in:

- Initiating a project to address specific project
- Planning and preparing the delivery of a project
- Executing and controlling the delivery of a project management plan
- Managing the project close out process

^ACCREDITATION

- Occupational Certificate: Project Manager NQF Level 5
- Accreditation: QCTO
- SAQA ID: 101869
- NQF Level: 5

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