

I. COURSE DESCRIPTION:

Communications & Customer Support 2 is an online course consisting of three topic modules.

After successfully completing the modules, the learner is in a position to:

- Demonstrate knowledge of maintaining a healthy organizational climate in the company.
- Demonstrate knowledge of evaluating customer needs.
- Demonstrate knowledge of efficient telephone techniques.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. ***Demonstrate knowledge of maintaining a healthy organizational climate in the company.***

Potential Elements of the Performance:

- Display the correct method of evaluating customer needs when dealing with customers (either internal or external) at a sales counter.
- Describe the customer's needs and the parts needed for a particular repair.
- Provide related information.

2. ***Demonstrate knowledge of evaluating customer needs.***

Potential Elements of the Performance:

- Understand the principles of a healthy climate in the company.

3. ***Demonstrate knowledge of efficient telephone techniques.***

Potential Elements of the Performance:

- Demonstrate his efficient use of the telephone.
- Demonstrate telephone techniques.

III. TOPICS:

1. EVALUATION OF CUSTOMER NEEDS AND REQUIRED PARTS
2. ORGANIZATIONAL CLIMATE
3. EFFECTIVE TELEPHONE OPERATION & TECHNIQUES

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**V. EVALUATION PROCESS/GRADING SYSTEM:**

Online assignments 100%

The following semester grades will be assigned to students:

Grade	Definition	<i>Grade Point Equivalent</i>
A+	90 – 100%	
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.