



**NATIONAL COUNCIL ON TECHNICAL AND  
VOCATIONAL EDUCATION AND TRAINING  
(NCTVET)**

**[NAME OF PROGRAMME]**

**[PROGRAMME CODE]**

**[Developed/Revised] [Version, Month and Year]**

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**PROGRAMME OUTLINE**



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**NOTE: The Sections in Red in subsequent sections are to be completed by the Institution**



## Programme Description

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The [Name of Programme] is a robust Programme which is designed for persons who are desirous of developing the knowledge, skills and attitudes necessary to .....

The programme requires completion of N hours of [write course activities here e.g. coursework and fieldwork] over approximately a [insert number of weeks here] period.

At the end of the programme, graduates will receive the customized certificate in [Name of Programme] and will be qualified to work as [Place Job title(s) here].



## Programme Goals

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On completion of this programme graduates should be able to:

- E.g. Communicate effectively in a customer engagement environment
- E.g. Follow occupational safety and health procedures
- E.g. Observe cultural differences of customers

## Minimum Entry Requirements

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In order to be eligible for entry, applicants must complete an industry accepted psychometric assessment and satisfy one of the following:

- List entry qualification requirements e.g. Diploma in Customer Service

**Or**

- List alternative entry qualification requirements if any e.g. Certificate in Customer Service

## Target Group

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This programme targets the following individuals:

- List description of target group(s) e.g. individuals desirous of entering an entry level position in an organization or the BPO/Call Centre Industry.



## Suggested Programme Duration and Schedule

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This programme may be offered as follows:

Schedule	Approximate Duration	Days Offered
[Full-time and/or Part time]	[N] hours	[State days training will be offered]



MODULE ONE: THE CUSTOMER ENGAGEMENT PROFESSIONAL	
DURATION OF MODULE: N HOURS	
<b>General Objectives:</b>  <b>At the end of this module trainees should be able to:</b> <ol style="list-style-type: none"> <li>1. Maintain a professional approach to employment</li> <li>2.</li> </ol>	<b>Partial components of the following Competency Standards will be covered:</b> <ul style="list-style-type: none"> <li>• Place Unit/Topic Code here      Place Competency title /Topic here</li> <li>• E.g. BSBWOR0012A      Work effectively with others</li> </ul> <p><b>(Note: Leave code blank if unit competency not used however the topic must be written)</b></p>
<b>Related Content:</b> <ul style="list-style-type: none"> <li>• <b>List content here</b> E.g. 1. Terminologies/concepts relating to customer engagement e.g. abandoned calls, average call work time etc.</li> <li>• E.g. 2. Ways for contributing to workplace teams</li> </ul>	
<b>SUGGESTED ACTIVITIES:</b>  <b>Activity One</b> <b>[State Activity here e.g. Ethical Consideration Role-play/Discussion]</b> <ul style="list-style-type: none"> <li>• List description of activity here e.g. Allow learners to simulate scenarios that deal with ethical issues in the workplace.</li> </ul> <b>Activity Two</b> <b>[State Activity here]</b> <ul style="list-style-type: none"> <li>• List description of activity here</li> </ul> <b>Activity Three</b> <b>[State Activity here]</b> <ul style="list-style-type: none"> <li>• List description of activity here</li> </ul>	
<b>Assessment Strategies may include:</b> <ul style="list-style-type: none"> <li>– Strategy 1 e.g. role-play</li> <li>– Strategy 2 e.g. simulation</li> <li>– Strategy 3</li> </ul>	



MODULE TWO: CUSTOMER ENGAGEMENT OPERATIONS	
<b>DURATION OF MODULE: N HOURS</b>	
<b>General Objectives:</b>  At the end of this module trainees should be able to:  1. List objectives here 2.	<b>Partial components of the following Competency Standards will be covered:</b>  • Place Unit/Topic Code here    Place Competency title/Topic here  •
<b>Related Content:</b>  • List content here • •	
<b>Activities</b> <i>Activity One</i> <i>[State Activity here]</i>  • List description of activity here •  <i>Activity Two</i> <i>[State Activity here]</i>  • List description of activity here   <i>Activity Three</i> <i>[State Activity here]</i>  • List description of activity here • •	
<b>Assessment Strategies may include:</b>  – Strategy 1 – Strategy 2 – Strategy 3	

**MODULE THREE: COMMUNICATING WITH CUSTOMERS****DURATION OF MODULE: N HOURS****General Objectives:**

At the end of this module trainees should be able to:

1.

**Partial components of the following Competency Standards will be covered:**

- Place Unit/Topic Code here      Place Competency title /Topic here
- 
- 
- 

**Related Content:**

- List content here
- 
- 
- 

**Suggested Activities:****Activity One**

*[State Activity here]*

- [Describe Activity Here]

**Activity Two**

*[State Activity here]*

- [Describe Activity Here]

**Activity Three**

*[State Activity here]*

- [Describe Activity Here]

**Activity Four**

*[State Activity here]*

- [Describe Activity Here]

**MODULE THREE: COMMUNICATING WITH CUSTOMERS****DURATION OF MODULE: N HOURS****Assessment Strategies may include:**

- Strategy 1
- Strategy 2
- Strategy 3
- Strategy 4



<b>MODULE FOUR: CONNECTING WITH LOCAL AND FOREIGN CALLERS</b>	
<b>DURATION OF MODULE: N HOURS</b>	
<b>General Objectives:</b>  At the end of this module trainees should be able to:  1.	<b>Partial components of the following Competency Standards will be covered:</b> <ul style="list-style-type: none"><li>Place Unit/Topic Code here      Place Competency Title/Topic here</li><li></li><li></li></ul>
<b>Related Content:</b> <ul style="list-style-type: none"><li>List content here</li><li></li><li></li><li></li></ul>	
<b>Suggested Activities:</b>  <i>Activity One</i> <i>[State Activity here]</i> <ul style="list-style-type: none"><li>[Describe Activity Here]</li></ul> <i>Activity Two</i> <i>[State Activity here]</i> <ul style="list-style-type: none"><li>[Describe Activity Here]</li></ul> <i>Activity Three</i> <i>[State Activity here]</i> <ul style="list-style-type: none"><li>[Describe Activity Here]</li></ul>	
<b>Assessment Strategies may include:</b> <ul style="list-style-type: none"><li>Strategy 1</li><li>Strategy 2</li><li>Strategy 3</li><li>Strategy 4</li></ul>	



## Suggested Learning and Teaching Strategies

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Instructors/facilitators are expected to deliver/facilitate content appropriate to the subject area and learning styles of students to ensure that course objectives are met. The teaching-learning strategies to be employed will incorporate relevant and current technologies and will also include but are not limited to:

- list strategies here e.g. Simulations
- 
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## Suggested Assessment Strategies

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In order to assess whether learning has occurred, both formative and summative assessment strategies will be used throughout the programme. The strategy selected will depend on the objective being evaluated. In some cases, summative assessments will include both a skill assessment and knowledge assessment. The assessment strategies used will include, but are not limited to:

- List assessment strategies E.g. Role-play
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## Graduate Profile

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Persons completing the [Insert Name of Programme here] Programme should be:

- List competencies here E.g. Aware of occupational health and safety issues and requirements
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## Employment/Career Opportunities

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Upon completion, graduates may be eligible for employment as:

- List Job Title(s) Here e.g. Customer Engagement Associate/Agent
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## Resources for the Programme

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#	Matters for Immediate Actions	Current Status	Comments
1	Qualification Plan	Customized Programme	Partial components of QP
2	Curriculum	Customized Curriculum	Being developed
3	Assessor (s)	Yes	
4	Instructors	Yes	
5	Interested Institutions	See BPO Training plan	
6	Minimum Equipment Requirements	<ul style="list-style-type: none"><li>• List material and equipment required here for training E.g. Cubicle/work area</li><li>•</li><li>•</li><li>•</li></ul>	



## References

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List References here

- 1.
- 2.
- 3.
- 4.