



INTERNATIONAL MANAGEMENT SCHOOL

Advanced Diploma in Call Centre Management

The Advanced Diploma in Call Centre Management is suitable for aspiring executives seeking theory, practice and techniques in Call Centre Management. Students will be awarded an Advanced Diploma in Call Centre Management developed by International Management School.

This course will enhance your skills so that you can manage your call centre more effectively and maximize your personnel, team and operational performance.

Course Objectives:

Upon completion of this programme, participants will be equipped with a broad understanding of the theoretical and practical (skills) aspects of management of Call Centre operations.

Course Modules:

1. Conversation English Language
2. Listening and Writing Skills
3. Customer Service Telephone Skills (Practice)
4. Telemarketing Sales (Selling Skills Practice)
5. Problem Solving Skills
6. Managing Stress
7. Customer Service Management
8. Leadership and Organisational Skills Development
9. Generic Industries' Product & Services Knowledge
10. MS word and Excel skills
11. Call Centre Operations Supervisory & People Management
12. Quality Control Management

Duration:

The part time course duration is 12 months

Assessment & Grading:

Students will be assessed through a formal examination. 75% class attendance is required. The qualification to be awarded upon course completion & passing of the required examination is "**Advanced Diploma in Call Centre Management**" awarded by International Management School (200816652R) which is a registered School with the Committee for Private Education. ERF start date 19 Oct 2016 to 18 Oct 2020.

Admission requirement:

Academic Level: Diploma in Call Centre Management including minimum C6 in English at GCE O Level or an equivalent qualification of International Diploma related to business course, including a pass in English language.

Language proficiency: Minimum C6 in English Language at GCE O Level, or Grade 2.5 for Philippines & Bangladesh nationals and Grade C for India nationals

Working Experience: Mature candidates with more than 3 years of relevant working experience and 3 Secondary 4 level

Class venue:

International Management School @ 101 Kitchener Road Jalan Besar Plaza unit 03-39 Singapore 208511

Fees:

The full course fee is S\$2,400 (including local exam), payable by monthly installments over 12 months. Registration fee is S\$50 (non refundable).