

PROVIDE COMMUTER SERVICES

SAQA ID: 113852

NQF LEVEL: 03

CREDITS: 10

OUTLINE

MODULE 1 - Prepare equipment and documentation according to specified procedures

- Introduction
- Documentation required for the trip or shift is completed according to organizational requirements
- Equipment is verified, installed or tested according to organisational requirements.
- Equipment affecting passengers is inspected for safety and comfort according to organisations specifications.
- Availability and functionality of appropriate securing and/or loading equipment and personal protective equipment is verified according to given procedures.

MODULE 2 - Collect payments and issue passenger tickets according to specified procedures.

- Correct fares are collected and correct tickets issued according to organisational fare structure.
- Pre-paid tickets are validated without error on applicable route, time of day and type of passenger.
- Correct change is returned with cash tickets to the satisfaction of all passengers.
- The effect of over- or undercharging customers, or giving short change to customers is described in terms of the effects of these actions on continued customer support and reputation or image of the organisation.

MODULE 3 - Adhere to service contractual specifications as specified.

- The implications of providing a commuter service within the contract/tendering system are described in terms customer satisfaction, organisation image, repeat business and profitably.
- The cost and customer satisfaction implications of penalties payable due to deviations from contractual service specifications are described in terms of own actions to avoid penalties on service contracts.

MODULE 4 - Provide operational information that meets specified requirements.

- All information on documentation is completed, accurately, comprehensively and legibly.
- Information is submitted on time and in accordance with organisational policies.
- Information affecting the service is communicated according to organisational requirements.
- Operational information on documentation is completed, accurately, comprehensively and legibly.

DURATION:

Theoretical training: 2 days

Practical Training: 2 hours

RATIO:

Theoretical training: 15 learners per Facilitator/Assessor

Practical training: Maximum of 5 learners per day

For more information on this workshop or to reserve your spot, please contact:

Amaztech Training and Development

Tel: 031 262 7863 Fax: 086 643 5973

Cell: 082 772 3566

Email: info@amaztech.co.za

Web: www.amaztech.co.za