



# 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 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

### **Mode of Teaching – Face to Face**

**Duration:** The part-time course duration is 12 months (held on Sundays)

We conduct monthly In-take. The course commencement starts on the beginning of the course, on the 1<sup>st</sup> month and end on the 12<sup>th</sup> month of course. (For example, if student starts his course in the beginning Jan 2023, he will complete his course at the end of Dec 2023).

### **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.

### **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

Non Academic Route: 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).