

PO Box 18473  
Dallbridge  
Durban  
4014

27 July 2007

Attention: Alice Pool

Your Reference: E Olivier  
Our Reference 163

QPD Consultants (PTY) LTD  
PO Box 9232  
Newcastle  
2940

Dear Alice Pool

### **LEARNING PROGRAMME APPROVAL – Customer Service**

With reference to the above, please be advised that the Wholesale and Retail Sector Education and Training Quality Assurance Body evaluated the submitted programme and confirms that it sufficiently addressed the requirements with regards to the following unit standards:

- 114903 – Interact with customers
- 114911 – Resolve customer queries/complaints

The above unit standard will be added to your accreditation scope of training.

The W&RSETA ETQA trusts that this information has been of assistance to you. Kindly contact the W&RSETA ETQA should you require further information in this regard.

Regards,



**Erlene Olivier**

**Quality Assurer: KZN, Free State, Eastern Cape**