

Postgraduate Certificate

Workplace Complaints and Incident Resolution in English



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Workplace Complaints and Incident Resolution in English

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Accreditation: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtitude.com/us/school-of-languages/postgraduate-certificate/workplace-complaints-incident-resolution-english

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01

Introduction

Globalized companies are in contact with customers, suppliers, consultants and collaborators from different countries. Therefore, it is essential that your employees have communication skills in English as a lingua franca that allow them to improve in their daily practice, resolving formalities, doubts, complaints or fundamental incidents in their work. This program offers students the opportunity to improve their linguistic skills in this language, giving them a boost to their professional careers and allowing them to access more relevant positions.

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If you work in international companies and have to carry out internal communication in English, this is the program for you. You will learn the language fluently and with the requirements that your job needs"

Undoubtedly, the globalization of markets has made speaking English essential in today's society, especially at the business level. Knowing English is one of the fundamental skills that most companies require of or from their employees. Increasingly, companies are coming into contact with people from abroad, whether they are part of their workforce, potential customers or their own suppliers, for example. As a result, it is common to have to conduct conversations, in person, by telephone or in writing, in another language. For this reason, TECH has decided to create this Postgraduate Certificate in Workplace Complaints and Incident Resolution in English.

A program that includes the main techniques for learning how to contact customers about their complaints, but also how to carry out interdepartmental communication that allows employees to keep up to date on the company's main actions or to quickly and safely handle personnel-related tasks such as medical leave, voluntary resignations or vacation requests. In short, an endless number of daily actions that can be solved more easily if the interlocutor is clearly understood and, for this, there is nothing better than improving the level of English with this Postgraduate Certificate.

In addition, one of the main advantages of this program is that it is offered in a 100% online format, through a virtual campus where the student can find a multitude of theoretical and practical resources. Thus, the student will be able to easily self-manage their learning process, combining it perfectly with the rest of their daily activities.

This **Postgraduate Certificate in Workplace Complaints and Incident Resolution in English** contains the most complete and up-to-date educational program.

The most important features include:

- ♦ Practical case studies presented by English teachers
- ♦ The graphic, schematic, and practical contents with which they are created provide scientific and practical information on the disciplines that are essential for professional practice
- ♦ Practical exercises where the self-assessment process can be carried out to improve learning
- ♦ Special emphasis on innovative methodologies for teaching languages
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection work
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



Knowing English will allow you to access positions of greater responsibility in your company, communicating with international customers and suppliers"

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Companies are looking for professionals who are able to defend themselves in English and know how to deal with customer complaints. This program will teach you everything you need to know to work in public"

Its teaching staff includes native English teachers, who bring to this program the experience of their work, as well as recognized specialists from leading societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive training experience designed to train for real-life situations.

This program is designed around Problem-Based Learning, whereby the student must try to solve the different professional practice situations that arise throughout the program. For this purpose, the student will be assisted by an innovative interactive video system created by renowned and experienced experts.

TECH offers students multiple didactic resources with which they can improve their English skills.

Improving your level of English will help you to solve incidents with foreign customers.



02 Objectives

The main objective of this TECH Postgraduate Certificate is to offer students a higher qualification that allows them to improve their level of English, accessing specific knowledge on issues related to Complaints and Incident Resolution. In this way, the student will be able to carry out his daily work in a more efficient way, reaching the levels of excellence required by his company in this area.



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*Speaking English will allow you to be fluent
in different tasks related to your job"*



General Objectives

- ♦ Solve basic and simple communicative tasks in order to fulfil their functions both in a work environment and in everyday situations
- ♦ Interact and express yourself in these situations in an independent and adequate manner, in a standard register in written and oral communication
- ♦ Define the most relevant social aspects of everyday life situations and recognize the most common forms of social relationships
- ♦ Use the linguistic resources necessary to get by in communication situations in the work environment
- ♦ Develop resources and tools that enable them to assess and improve their own learning and use of the language
- ♦ Be able to understand the main points of clear texts in standard language texts if they deal with familiar matters, whether in work or personal situations
- ♦ Know how to cope in most situations which may arise in the workplace where English is used as a lingua franca
- ♦ Be able to produce simple and coherent texts on topics that are familiar to their work or in which they have a personal interest
- ♦ Be able to describe work experiences, events, wishes and aspirations, as well as briefly justify their opinions or explain their work plans





Specific Objectives

- ♦ Produce simple oral texts taking into account differences in register
- ♦ Understand and use simple vocabulary related to departments and positions in a company
- ♦ Respond to incidents and administrative formalities, following the rules of the typical textual genres of the business world
- ♦ Relate appropriately with the client, using simple expressions that respect the rules of politeness
- ♦ Use a series of simple connectors and other elements to ensure coherence of discourse
- ♦ Use vocabulary and descriptive expressions of the business structure



This program will help you develop the skills you need to meet customer demands in English"

03

Structure and Content

TECH has developed this Postgraduate Certificate thinking about the academic needs of students seeking to improve their English skills in order to be fluent at work. To this end, the syllabus starts from an A2 level of knowledge, focusing specifically on the vocabulary and concepts related to incident resolution and interdepartmental communication at work.

A first-class program that will mark a before and after in your qualification.

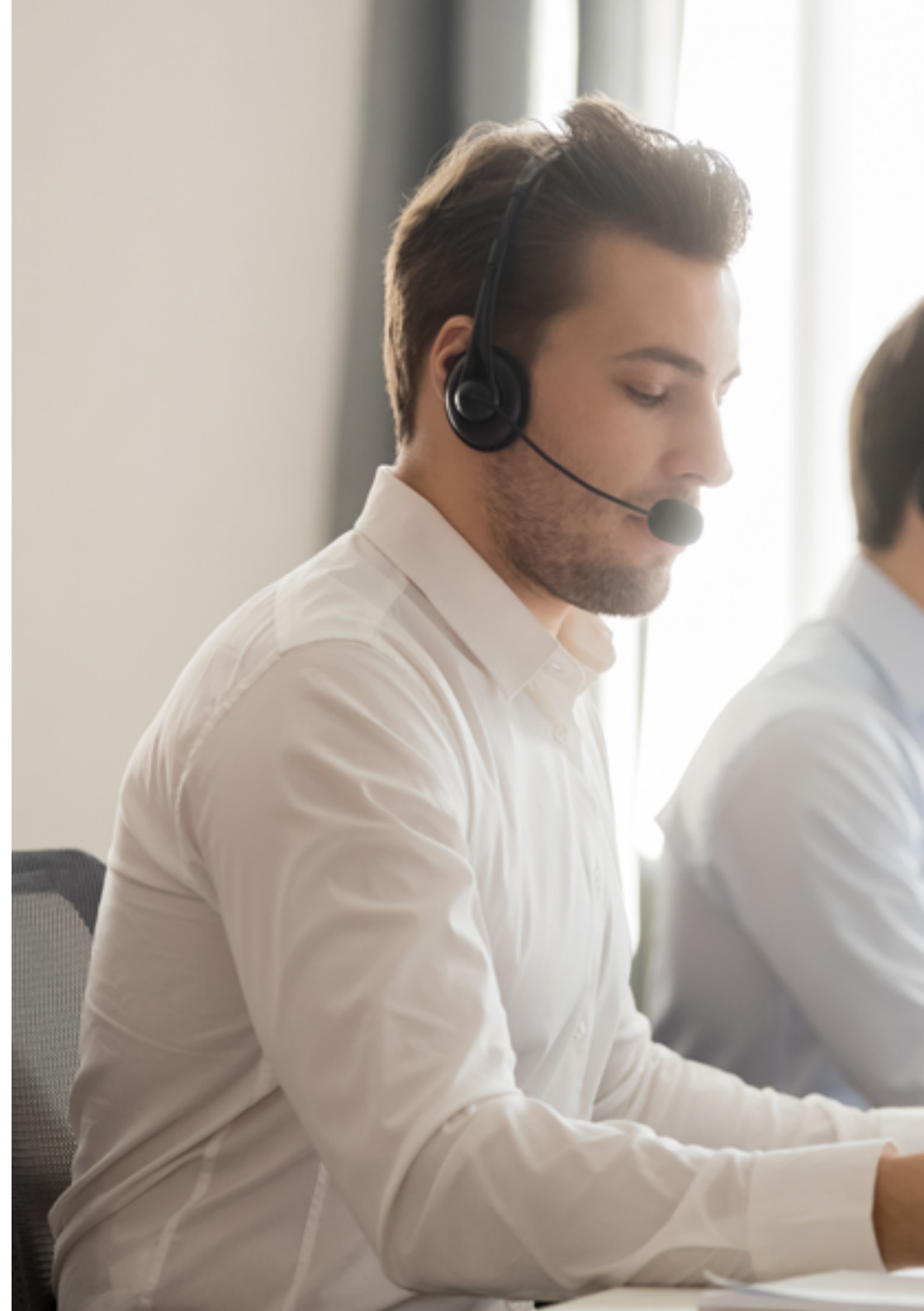


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Access an exclusive program where you will find the latest resources to learn how to be fluent in English"

Module 1. Resolution of Incidents and Interdepartmental Communication

- 1.1. General information about the departments and positions in a company
- 1.2. Simple responsibilities and duties of departments and positions
- 1.3. Hierarchies in the Workplace
- 1.4. Types of incidents and simple complaints
- 1.5. Facing and resolving simple incidents and complaints
- 1.6. Unilateral communication in the business environment
- 1.7. Bilateral communication in the Business Environment
- 1.8. Voluntary Resignations and Vacation Requests
- 1.9. Maternity/Paternity Leave
- 1.10. Warning and Dismissal Procedures





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*Thanks to this program you will
be able to solve work-related
issues in English"*

04

Study Methodology

TECH is the world's first university to combine the **case study** methodology with **Relearning**, a 100% online learning system based on guided repetition.

This disruptive pedagogical strategy has been conceived to offer professionals the opportunity to update their knowledge and develop their skills in an intensive and rigorous way. A learning model that places students at the center of the educational process giving them the leading role, adapting to their needs and leaving aside more conventional methodologies.



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TECH will prepare you to face new challenges in uncertain environments and achieve success in your career”

The student: the priority of all TECH programs

In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.

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*At TECH you will NOT have live classes
(which you might not be able to attend)”*



The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.

“*TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want*”

Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.



A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule"

The effectiveness of the method is justified by four fundamental achievements:

1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.

The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

The students' assessment of the teaching quality, the quality of the materials, the structure of the program and its objectives is excellent. Not surprisingly, the institution became the top-rated university by its students according to the global score index, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.



As such, the best educational materials, thoroughly prepared, will be available in this program:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Practicing Skills and Abilities

You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



Interactive Summaries

We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

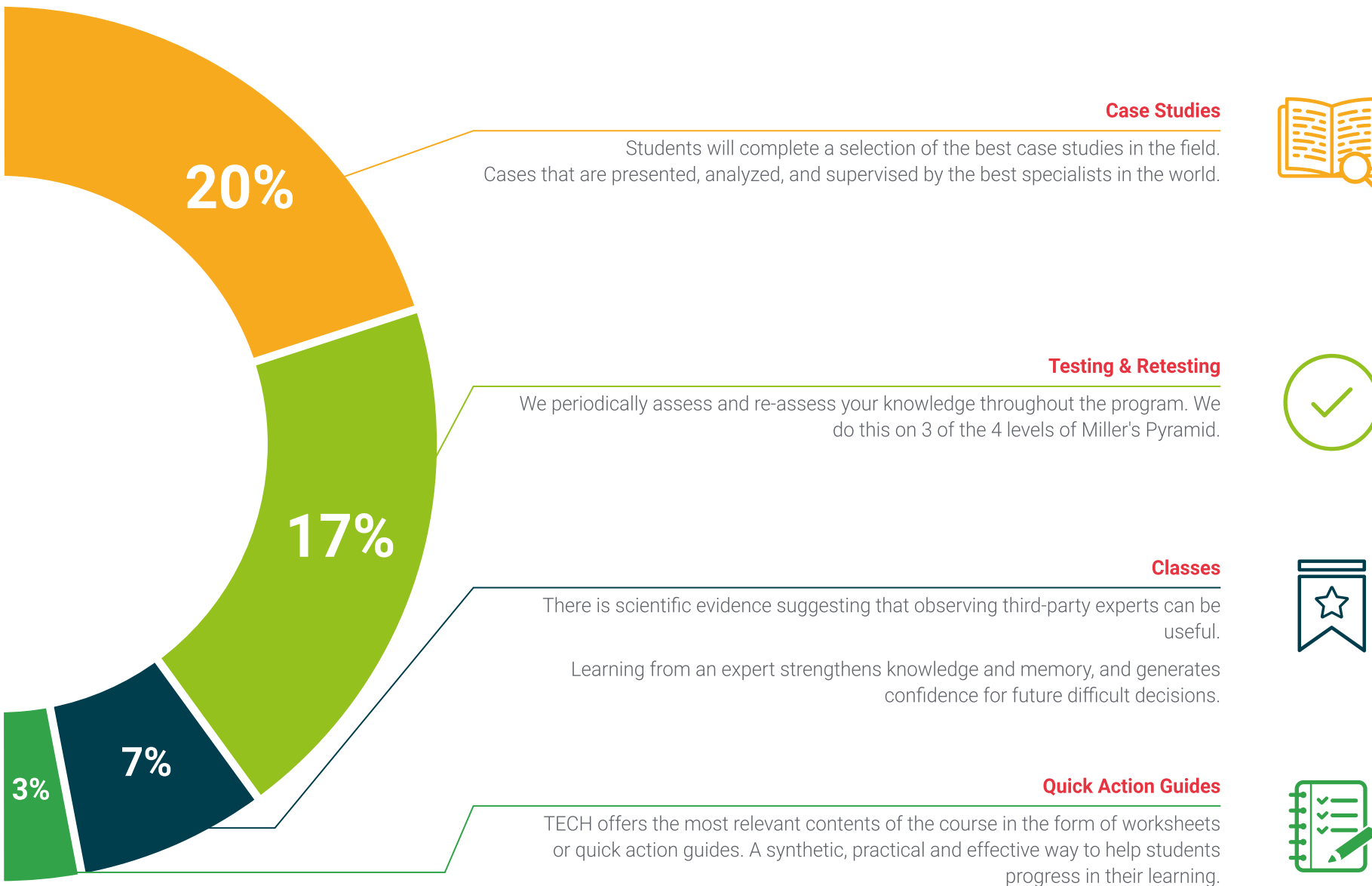
This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents, international guides... In our virtual library you will have access to everything you need to complete your education.





05 Certificate

The Postgraduate Certificate in Workplace Complaints and Incident Resolution in English guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Global University.



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*Successfully complete this program and receive
your university qualification without having to
travel or fill out laborious paperwork"*

This private qualification will allow you to obtain a **Postgraduate Certificate in Workplace Complaints and Incident Resolution in English** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

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Modality: **online**

Duration: **6 Weeks**

Accreditation: **6 ECTS**





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