Postgraduate Certificate
Workplace Complaints and Incident Resolution in English

tech technological university

Postgraduate Certificate
Workplace Complaints and Incident Resolution in English

- » Modality: **online**
- » Duration: **6 weeks**
- » Certificate: **TECH Technological University**
- » Dedication: **16h/week**
- » Schedule: **at your own pace**
- » Exams: **online**

Website: **www.techtitute.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.

> " 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"

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"

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.

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.

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.

"

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"

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.

"

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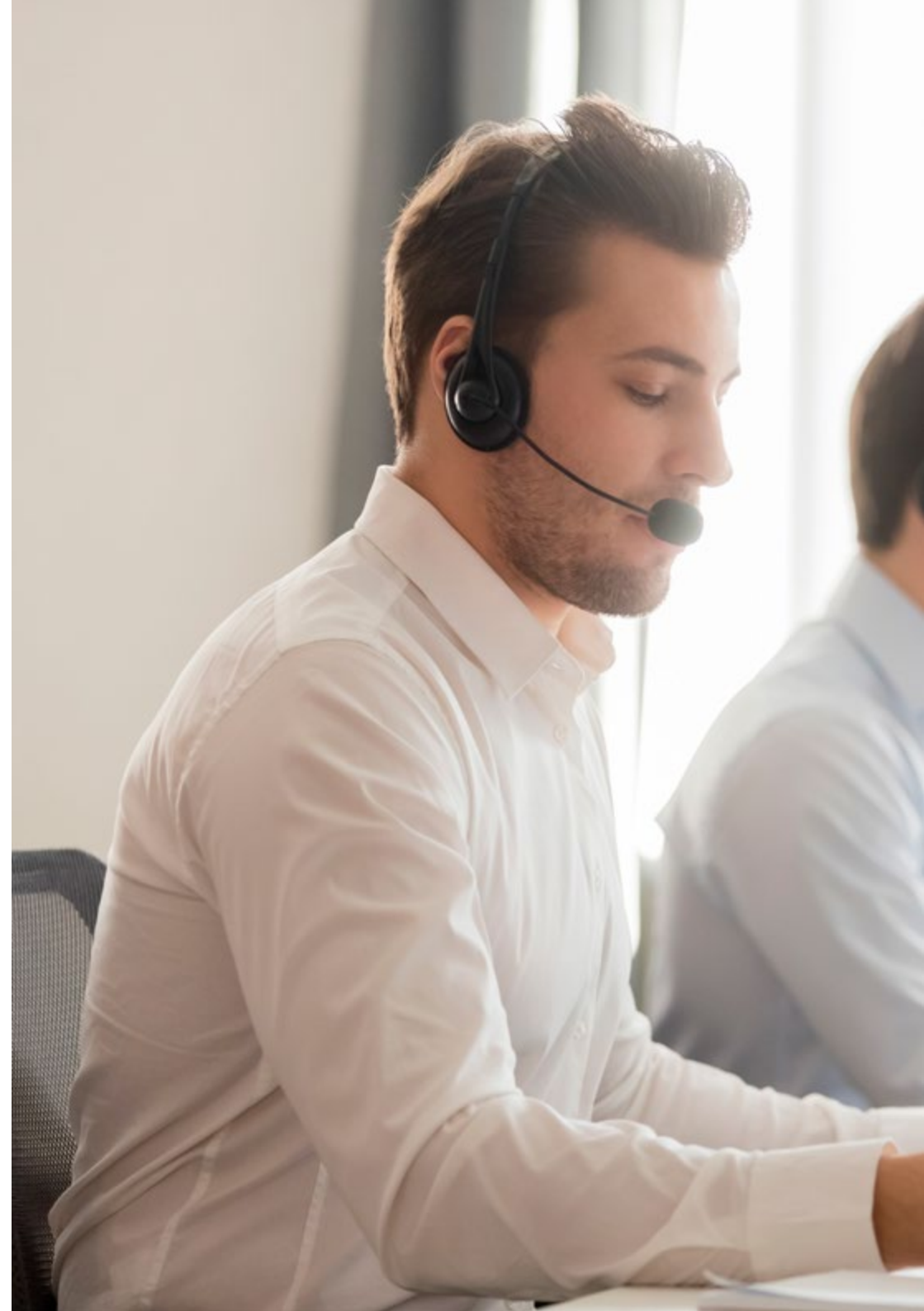
Thanks to this program you will be able to solve work-related issues in English"

04
Methodology

This training program offers a different way of learning. Our methodology uses a cyclical learning approach: **Relearning.**

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.

" *Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

At TECH Education School we use the Case Method

In a given situation, what should a professional do? Throughout the program students will be presented with multiple simulated cases based on real situations, where they will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method.

With TECH, educators can experience a learning methodology that is shaking the foundations of traditional universities around the world.
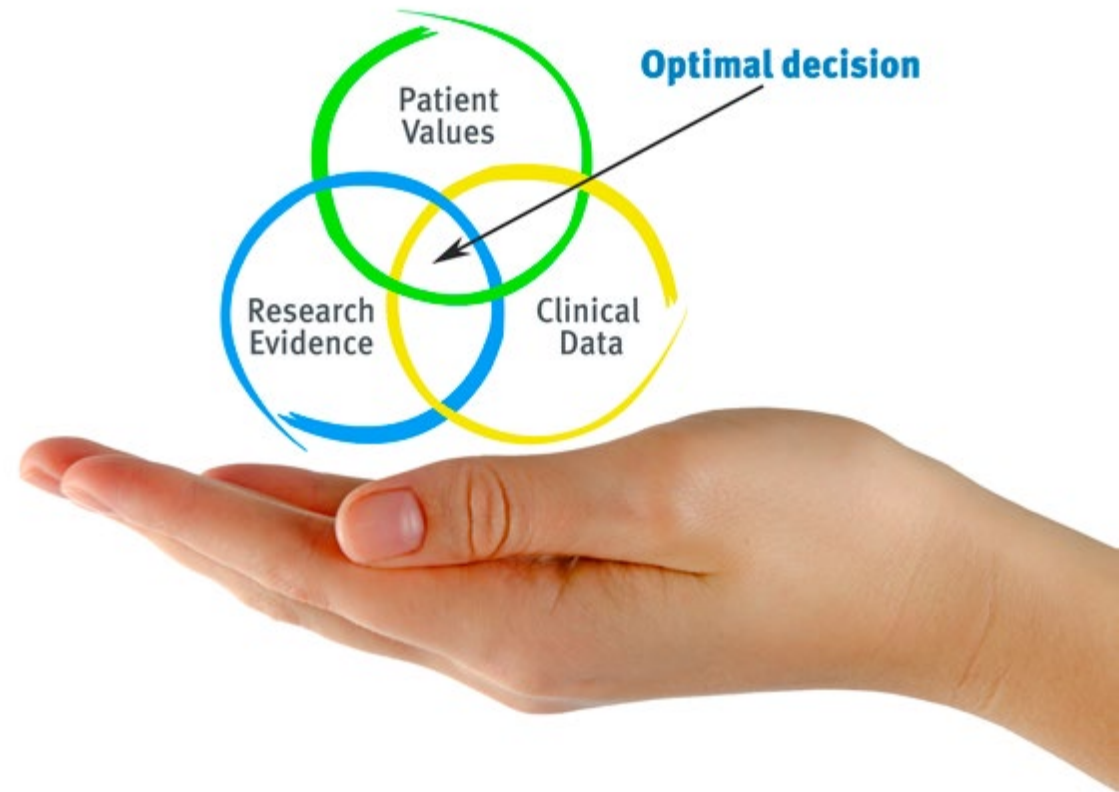
It is a technique that develops critical skills and prepares educators to make decisions, defend their arguments, and contrast opinions.

"Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method"

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

1. Educators who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.

2. The learning process is solidly focused on practical skills that allow educators to better integrate the knowledge into daily practice.

3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life teaching.

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.

Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

Our University is the first in the world to combine case studies with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.
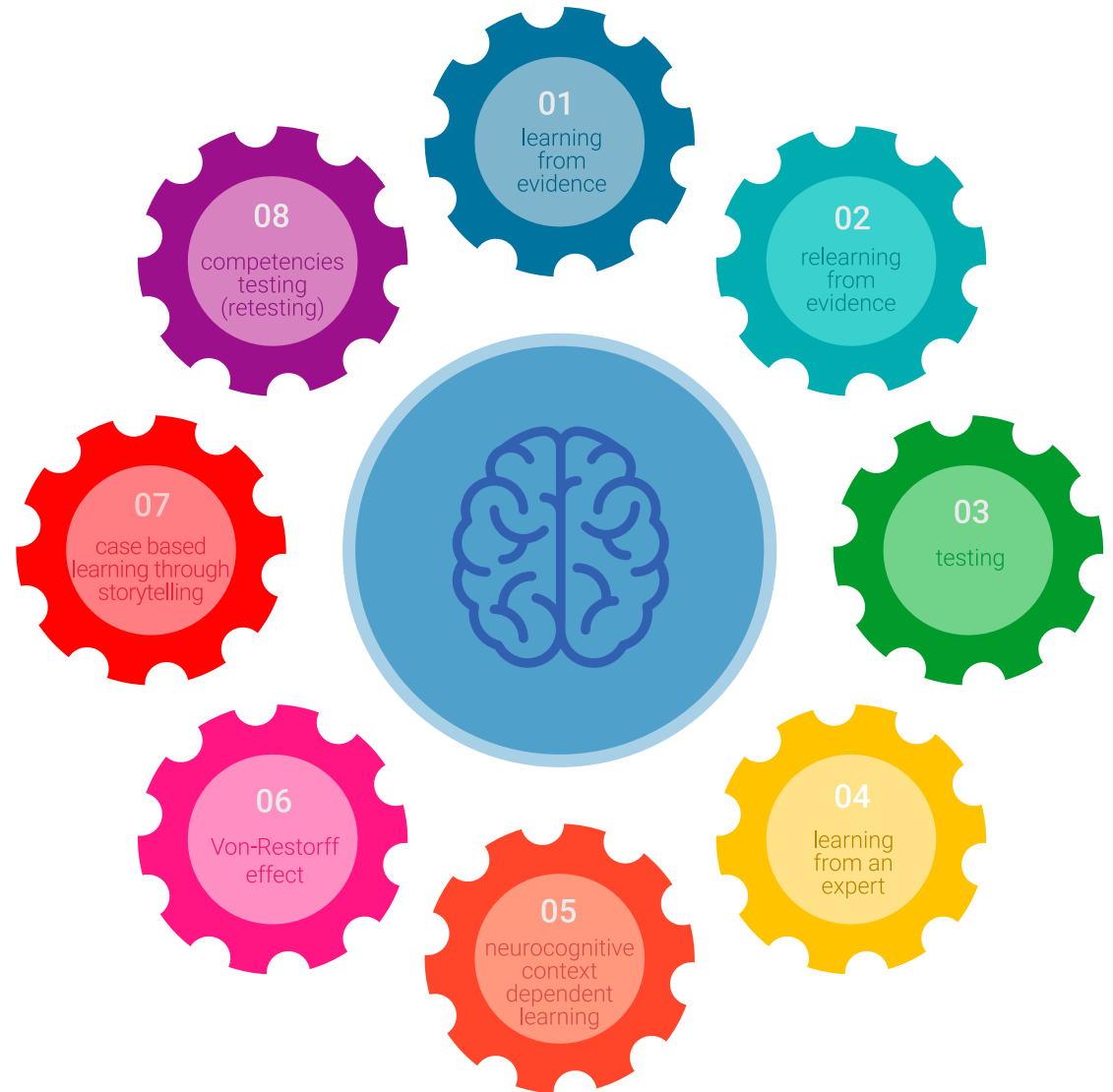
Educators will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.

01 learning from evidence

02 relearning from evidence

03 testing

04 learning from an expert

05 neurocognitive context dependent learning

06 Von-Restorff effect

07 case based learning through storytelling

08 competencies testing (retesting)

At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology we have trained more than 85,000 educators with unprecedented success in all specialties. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

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.

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.

This program offers the best educational material, prepared with professionals in mind:

Study Material

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

These contents are then adapted in audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.

Educational Techniques and Procedures on Video

TECH introduces students to the latest techniques, with the latest educational advances, and to the forefront of Education. All this, first-hand, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, students can watch them as many times as they want.

Interactive Summaries

The TECH team presents 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 and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.

20%

15%

15%

3%

20%

17%

7%
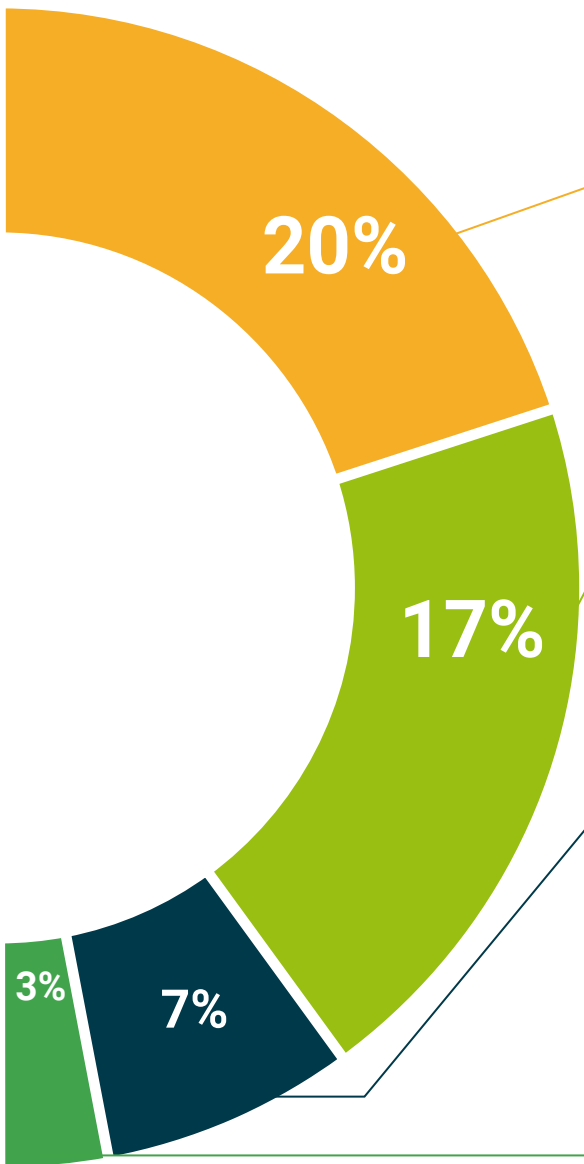
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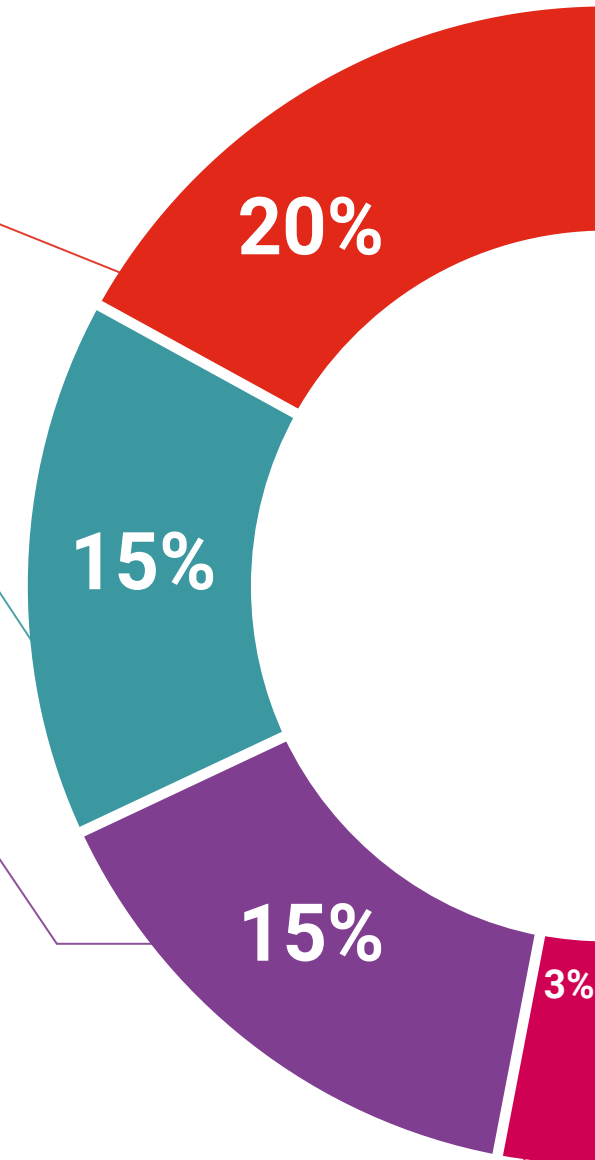
Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.

Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.

Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.

Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.

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 Technological University.

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

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

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Postgraduate Certificate in Workplace Complaints and Incident Resolution in English**

Official Nº of Hours: **150 h.**

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Awards the following

DIPLOMA

to

Mr./Ms. _____ with identification number _____.

For having passed and accredited the following program

POSTGRADUATE CERTIFICATE

in

Workplace Complaints and Incident Resolution in English

This is a qualification awarded by this University, equivalent to 150 hours, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH is a Private Institution of Higher Education recognized by the Ministry of Public Education as of June 28, 2018.

June 17, 2020

Tere Guevara Navarro
Dean

This qualification must always be accompanied by the university degree issued by the competent authority to practice professionally in each country. Unique TECH Code: AFWORD23S   techtitute.com/certificates

*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.

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