



73556D9B2C-73555F67A7-7343ABB278

SCAN CODE TO VERIFY



Call Centre Agent Certificate

PROUDLY PRESENTED TO

THOBEKA NOZIPHO MBALI KHUMALO

Course Modules

Call Centre Operations • Customer Service Fundamentals • Product Knowledge and Sales Techniques • Communication and Interpersonal Skills • Quality Assurance and Compliance • Time Management and Organization • Performance Management • Industry Trends and Best Practices

19 February 2026

DATE

A handwritten signature in black ink, appearing to read "Thobeka", written over a horizontal line.

SIGNATURE

EduCourse Director