

National Certificate in Contact Centres – Senior CSR



- 📌 Improve leadership skills
- 📌 Develop supervisory skills
- 📌 Continue on your career path
- 📌 Start Anytime from Anywhere!

This qualification is for people who have completed the Level 3 National Certificate in Contact Centre Operations and are looking for the next step. It is also a good platform for taking the Level 4 Team Leader qualification.

This solution offers a full online integrated Training & Assessment Tool to develop skills and reduce assessment time considerably. Fully supports the ETITO qualification framework.

Qualification & Course Outline:

National Certificate in Contact Centres (Senior CSR Level 3: 43 credits)

Course costs: **\$1695.00+GST Full Service or \$850+GST Learning Only**

- 📌 Apply **time management** concepts and methods in business situations
- 📌 Develop strategies for **communicating in a culturally diverse workplace**
- 📌 Use **effective business writing skills** in a business organisation
- 📌 Receive and **resolve customer complaints** about products or services, in a contact centre
- 📌 Demonstrate knowledge of the use of **contact centre technology** in the management of a contact centre team
- 📌 **Monitor Quality** in a contact centre
- 📌 **Give oral instructions** in the workplace
- 📌 Give and respond to **feedback on performance**
- 📌 Listen to **gain information in an interactive situation**
- 📌 Develop strategies to establish and **maintain positive workplace relationships**
- 📌 **Manage interpersonal conflict**
- 📌 **Performance Planning**
- 📌 **Lead a group / team**
- 📌 **Team Collaboration**

icontact is the online learning system used by Rapid Results Limited - specialists in providing training and consultancy services to the contact centre industry. icontact won the TUANZ 2005 Innovation award for general education.

Over 50 New Zealand companies are using icontact for Level 3 courses. Level 4 courses are also available.

Accredited by the New Zealand Qualifications Authority under the provisions of the Education Act 1989 to provide education and training based on call centre operations and call centre management levels 1-4

Unit Standards Incorporated:

16614, 11099, 16612, 16784, 17382, 25305, 1312, 9705, 11097, 1987, 9704, 23396, 21335, 11101

Phone **Rapid Results** for enrolment details on:

0800 DEVELOP
0800 338356

*icontact is a division of **Rapid Results Limited***
PO Box 302 263 North Harbour, Auckland 1330
www.rapidresults.co.nz & www.icontact.co.nz



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Compulsory Unit Standards

The following unit standards must be completed in order to achieve the Senior CSR qualification.

Unit ID	Unit Standard Title	Level	Credit
16614	Apply time management concepts and methods in business situations	4	3
11099	Develop strategies for communicating in a culturally diverse workplace	4	4
16612	Use effective business writing skills in a business organisation	4	4
16784	Receive and resolve customer complaints about products or services, in a contact centre	3	5
17382	Demonstrate knowledge of the use of contact centre technology in the management of a team	4	5
25305	Monitor quality in a contact centre	4	3
1312	Give oral instructions in the workplace	3	3
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3
Total Credits (Compulsory)			33

Electives (choice of minimum of 2 required to make up to 43 Credits)

Unit ID	Unit Standard Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
9704	Manage interpersonal conflict	4	6
23396	Demonstrate knowledge of performance planning	4	3
21335	Lead a group/team to achieve an objective(s)	4	5
11101	Collaborate within a group/team which has an objective(s)	4	4

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