

# National Certificate in Contact Centre Operations Level 3



- f** Become Qualified
- f** Learn and apply life skills
- f** Start Anytime from Anywhere!
- f** Interactive, Fun learning style

This qualification is for people who are working in a contact centre. It combines a wide range of generally applicable life skills with the specialised customer focussed skills expected of agents in the industry.

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 Centre Operations (Level 3: 68 credits)

Course costs: **\$2090.00+GST Full Service or \$850+GST Learning Only**

- f** Follow **occupational safety and health** principles in a call centre
- f** Use and explain **call centre equipment** and systems
- f** **Communicate with customers** from a call centre
- f** Seek, evaluate, and **organise information** for action in a call centre
- f** Establish and maintain **effective working relationships** in a call centre
- f** Demonstrate **time management**
- f** Demonstrate knowledge of **stress** and how to deal with it
- f** Use **data entry skills** to input computer data
- f** Operate a **word processor**
- f** Describe and operate a **personal computer system**
- f** **Be assertive** in a range of specified situations
- f** Analyse and apply principles of **communication process theory**
- f** Employ **customer service techniques** for differing service expectations
- f** **Answer customer enquiries** on the telephone
- f** **Enhance work practices** by the application of product and/or service knowledge
- f** Answer customer enquiries by **mail, facsimile, and e-mail**
- f** **Sell goods and/or services** on an incoming telephone call
- f** Receive and **resolve customer complaints** about products or services, in a contact centre
- f** Demonstrate Telephone Techniques for **Debt Collection**

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:

103, 111, 376, 379, 1299, 2780, 9694, 11815, 11816, 11818, 12349, 12355, 16774, 16775, 16776, 16777, 16778, 16784, 16759

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 Level 3 qualification.

| Unit ID                           | Unit Standard Title   | Level | Credit    |
|-----------------------------------|---|-------|-----------|
| 103                               | Use data entry skills to input computer data  | 2     | 3         |
| 111                               | Operate a word processor  | 2     | 5         |
| 2780                              | Describe and operate a personal computer system   | 2     | 9         |
| 12349                             | Demonstrate time management   | 2     | 3         |
| 12355                             | Demonstrate knowledge of stress and ways of dealing with it                               | 2     | 2         |
| 1299                              | Be assertive in a range of specified situations   | 2     | 4         |
| 9694                              | Analyse and apply principles of communication process theory                              | 3     | 5         |
| 16774                             | Follow occupational safety and health principles in a contact centre                      | 2     | 3         |
| 16775                             | Use and explain contact centre equipment and systems                                      | 3     | 3         |
| 16776                             | Communicate with customers from a contact centre  | 3     | 3         |
| 16777                             | Seek, evaluate, and organise information for action in a contact centre                   | 3     | 8         |
| 16778                             | Establish and maintain effective working relationships in a contact centre                | 3     | 4         |
| 376                               | Employ customer service techniques for differing customer behaviours in a given situation | 3     | 2         |
| 11815                             | Answer customer enquiries on the telephone in a wide range of contexts                    | 3     | 4         |
| 11818                             | Enhance work practices by the application of product and/or service knowledge             | 3     | 4         |
| <b>Total Credits (Compulsory)</b> |   |       | <b>62</b> |

## Electives (choice of 2 required to make up to 68 Credits)

| Unit ID | Unit Standard Title   | Level | Credit |
|---------|---|-------|--------|
| 16784   | Receive and resolve customer complaints about products or services, in a contact centre | 3     | 5      |
| 11816   | Answer customer enquiries by mail, facsimile and e-mail in a wide range of contexts     | 3     | 4      |
| 379     | Assist customers to buy goods and services by in-coming telephone call                  | 3     | 4      |
| 16759   | Demonstrate telephone techniques for debt collection                                    | 3     | 6      |
| 11097   | Listen to gain information in an interactive situation                                  | 3     | 3      |

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