





National Certificate in Contact Centres – Team Leader Level 4



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















This qualification is for people who are working as, or training towards, Team Leader roles in contact centres. It combines a wide range of generally applicable leadership skills with the specialised statistical and technology skills expected of Team Leaders in this 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 Centres (Team Leader Level 4: 67 credits)

Course costs: \$2090.00+GST Full Service or \$1275+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
-  Develop strategies to establish and **maintain positive workplace relationships**
-  Demonstrate knowledge of performance management planning
-  **Plan and monitor performance** of others
-  Identify key workplace **organisational principles**
-  **Apply problem solving techniques**
-  **Lead a group/team to achieve an objective(s)**
-  **Plan and allocate work** to individuals in a contact centre
-  Prepare and implement a **Health and Safety** plan
-  **Manage interpersonal conflict**

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, 23505, 1987, 23396, 23397, 16342, 9696, 21335, 16785, 15189, 9704, 18336, 18337

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
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Compulsory Unit Standards

The following unit standards must be completed in order to achieve the Team Leader Level 4 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
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
23396	Demonstrate knowledge of performance planning	4	3
23397	Plan and monitor performance of others	5	6
16342	Identify key workplace organisational principles	4	4
9696	Apply problem-solving techniques	4	4
21335	Lead a group/team to achieve an objective(s)	4	5
16785	Plan and allocate work to individuals in a contact centre	4	6
Total Credits (Compulsory)			57

Electives (choice of minimum of 2 required to make up to 67 Credits)

Unit ID	Unit Standard Title	Level	Credit
15189	Implement a health and safety plan for a workplace	4	4
9704	Manage interpersonal conflict	4	6
18336	Demonstrate and apply knowledge of team-building skills	4	5
18337	Plan, organise, and evaluate training and development activities for a workplace team	4	5

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