



USER
GUIDE 2.0

NATIONAL CERTIFICATE IN CONTACT CENTRES
SENIOR CSR & TEAM LEADER (LEVEL 4)



USER GUIDE

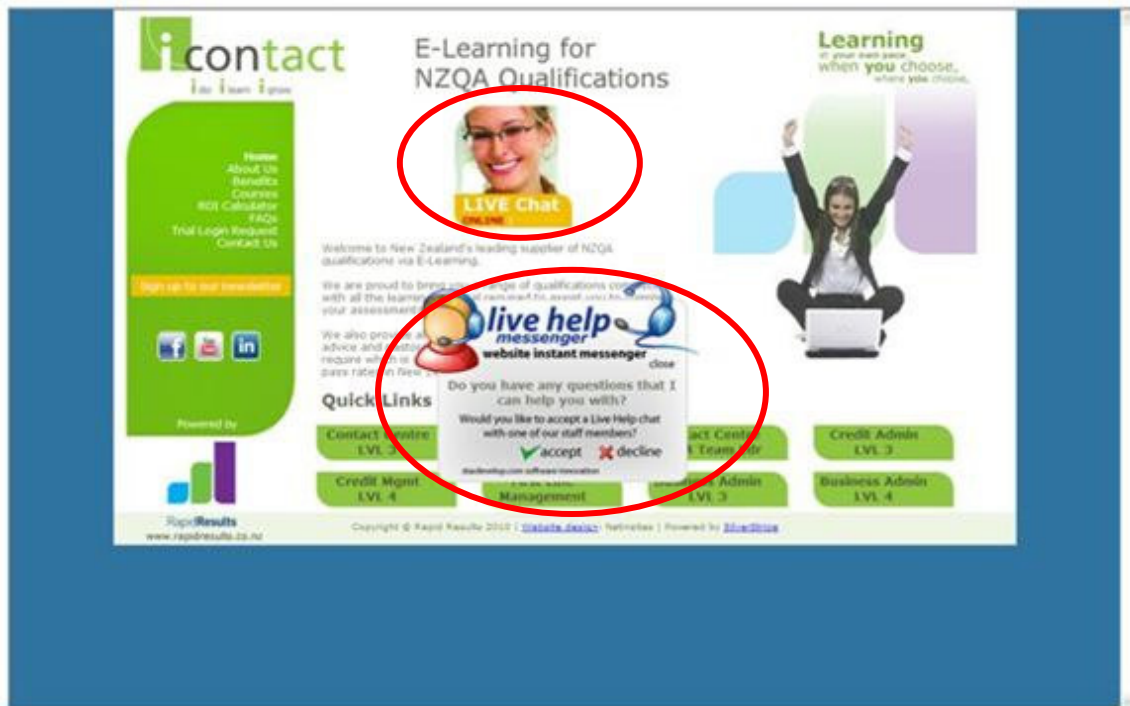


User Guide V 2.0 | icontact is a division of Rapid Results

National Certificate in Contact Centres - Senior CSR and TL

User Guide for Learners

If you get stuck at any time, you can use the LIVE CHAT option now available from any icontact screen before you get to the login page. Just click on the Live Chat icon or respond if the live help messenger pop up appears. If we're not available at the time, the 'Away' symbol will be shown and you can opt to send a message:



Step One: Logging on

A. Visit the website www.icontact.co.nz and click on either the Contact Centre LVL 3 Senior or the Contact Centre LVL 4 Team Ldr Course Link:

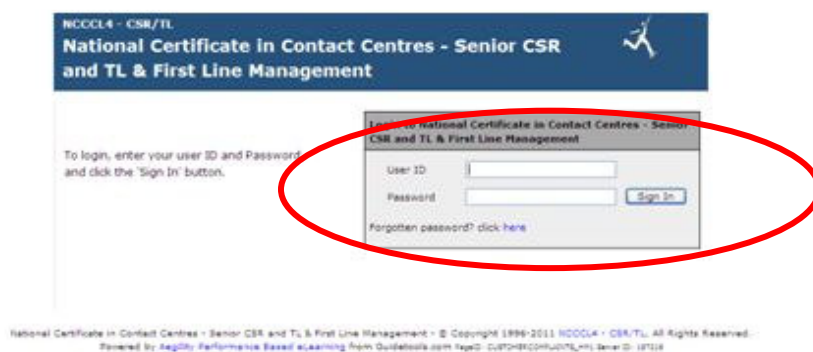


B: Click on the LOG IN to Course Tab:



The login page will open a new window. Keep the original window open in case you need to use the Live Chat option or go to another course.

C: Type in your USER ID and Password



Step Two: Learning

These are some tools for using the site – including edit details, overall progress etc

Here you can view your progress so far

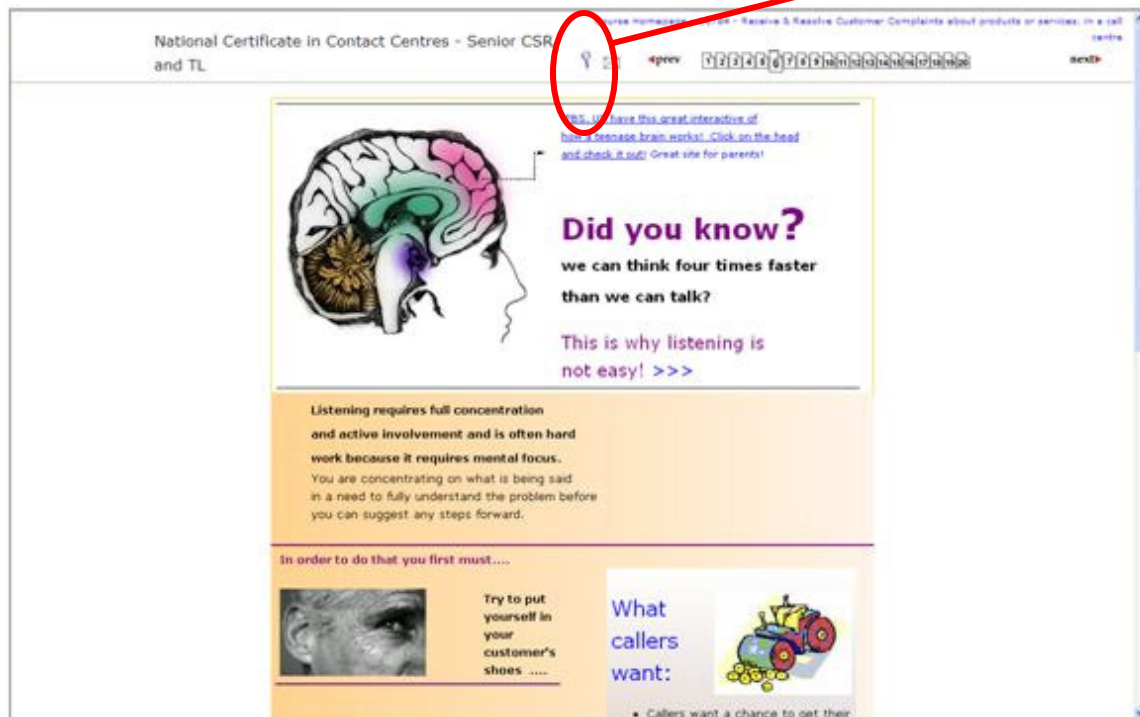
The screenshot displays the iContact Learning interface. At the top, there is a banner with a collage of business-related images. Below the banner, the page is divided into several sections:

- Your Progress:** A progress bar showing 84% completion for the course and 25% for the current module.
- COURSE MODULES:** A list of modules on the left-hand side, including 16794, 17062, 9704, 16789, 11079, 16612, 16614, and 1987.
- MODULE 3:** The main content area showing details for '9704 - Manage Interpersonal Conflict'. It includes a list of 'Module Objectives' with checkboxes indicating completion status.
- Your Tools:** A section on the right-hand side with options like 'Send E-mail', 'Progress Details', and 'Your Details'.
- COURSE ADMIN:** A section at the bottom left with options like 'Student Administration' and 'Using the Learning Engine'.
- COURSE TOOLS:** A section at the bottom left with options like 'Using the Course' and 'Search the Course'.

Red circles and arrows highlight the 'Your Progress' section, the 'COURSE MODULES' list, and the 'Your Tools' section. A large red circle encompasses the 'MODULE 3' details and the 'COURSE TOOLS' section.

Whichever module you click on the left hand column, the course pages will appear on the right. Click on any of those pages to enter the module

Here you can search for topics in the whole course



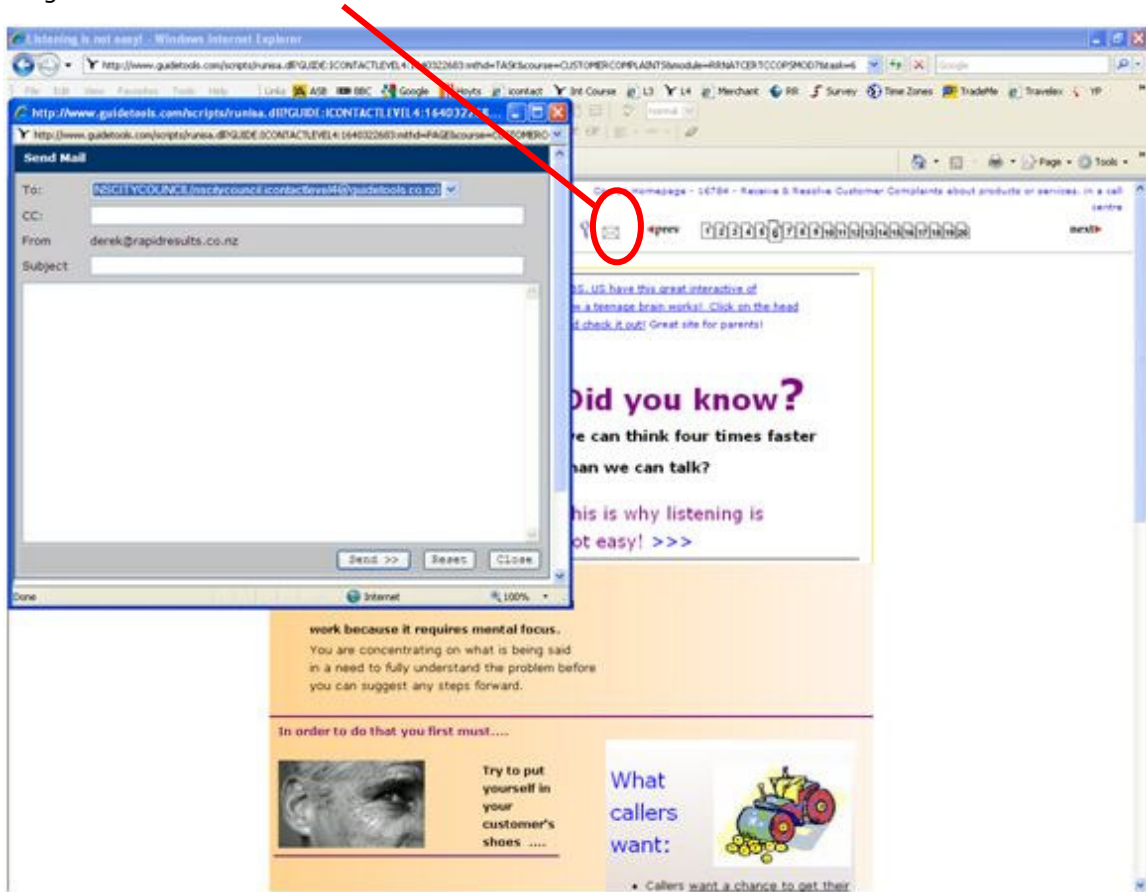
The search function allows you to search for topics or words throughout the course. Once you click search, a list of relevant pages will appear and you can click on the page link to take you directly to that page.

Navigation:

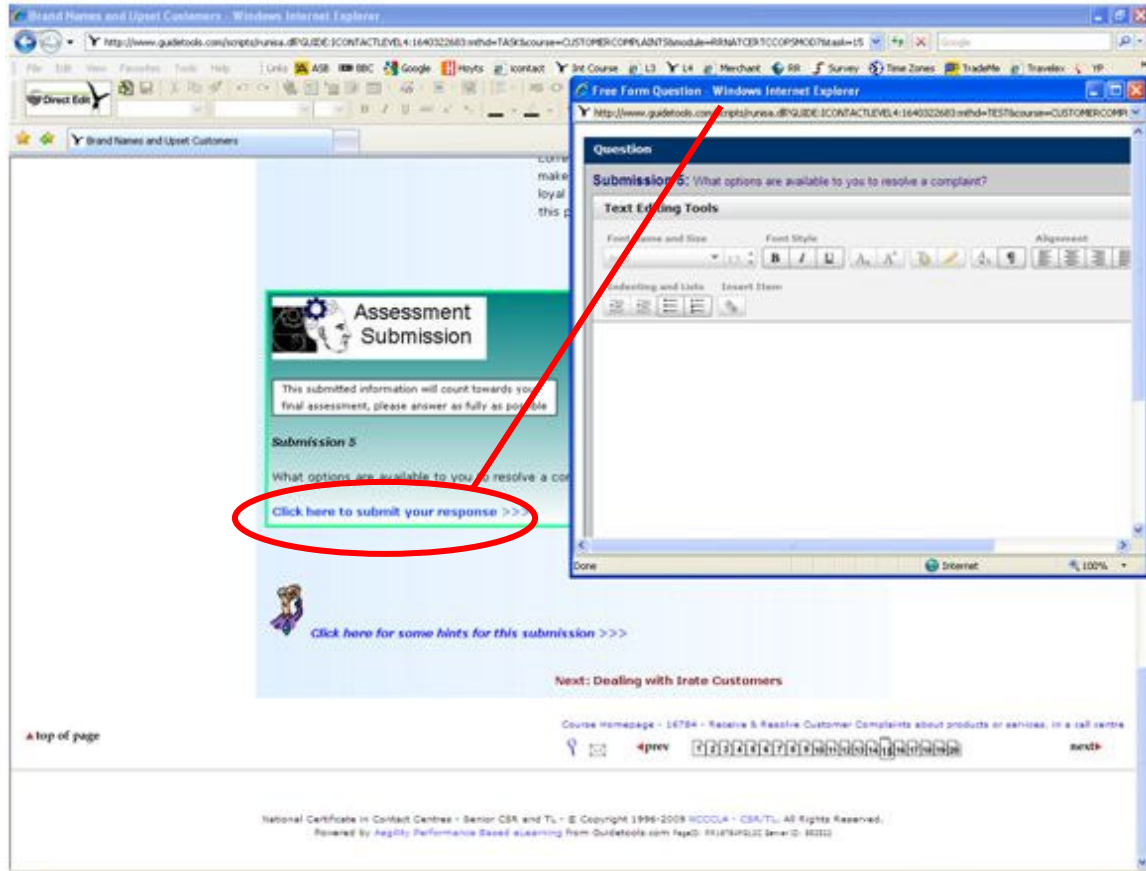
To move from page to page, just click on the page number you require or click on the previous or next buttons located at the top and bottom of each page.

To return to the course homepage, click on the link at the top or bottom of any page.

Clicking on the envelope icon will open an email window to contact your assessor, Rapid Results Ltd or the group of people studying in your organisation



During the learning, there will be a number of exercises to complete, links to try out, and items to open as you go through. Some interactive exercises will require you to open a box and type and submit an answer. For example – this exercise here:



Clicking on the “click here” link will open the free form question box for you to type in your answer and hit submit. Your assessor will be able to see your submissions.

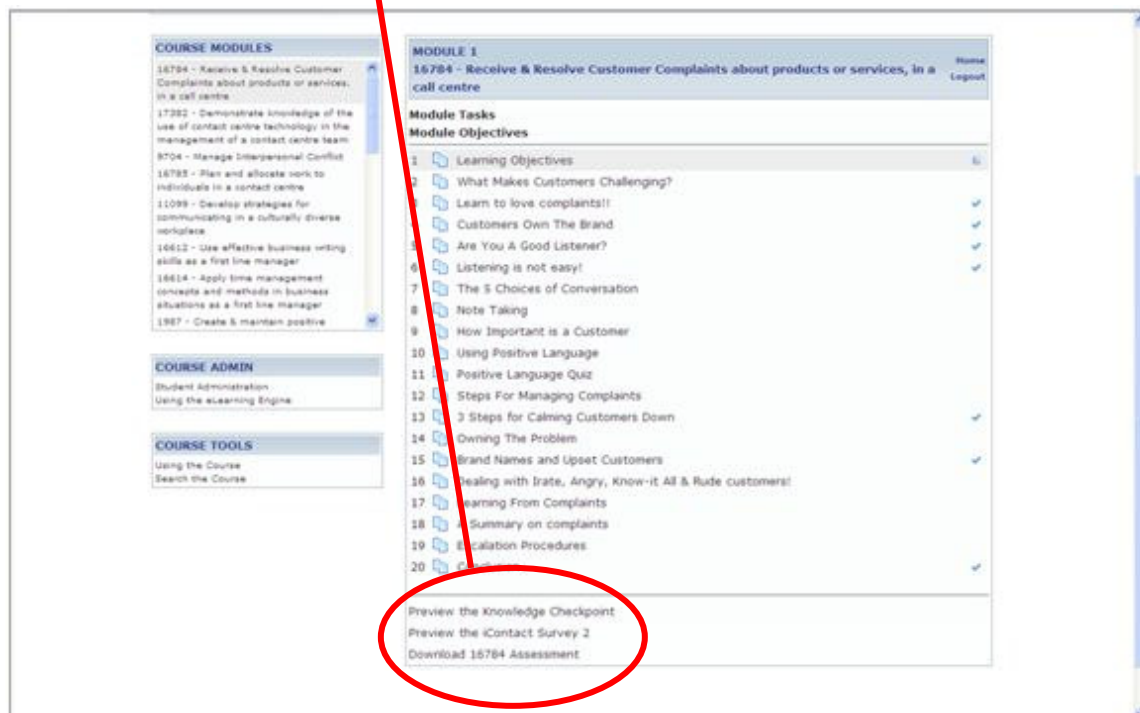
Once you are confident in the knowledge of the unit standard module, you can be assessed. The instructions for this are on the last page of each module.

Step Three: Assessment and Verification

Follow the steps as described on the last page of each unit standard for completing your assessment.

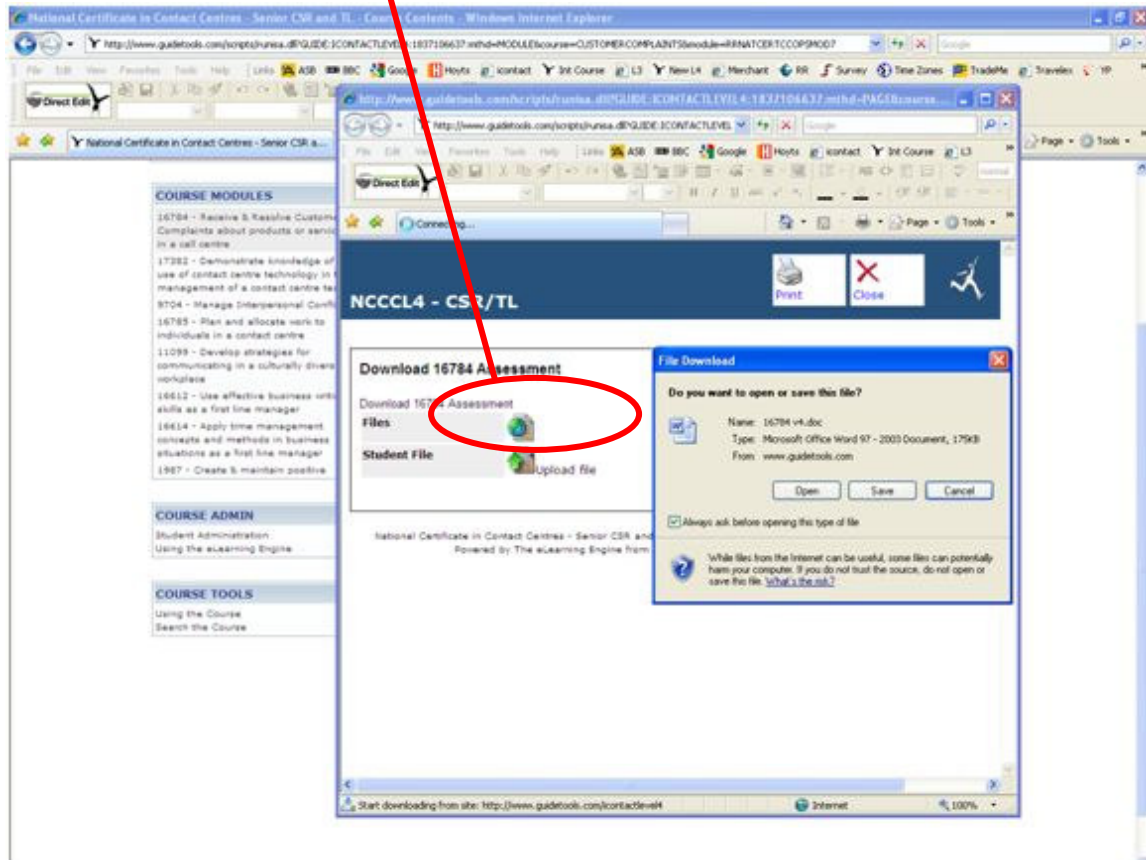
Return to the main page and you can

1. Click on the Knowledge checkpoint first to check your understanding.
2. Then you can click on the survey to give us your feedback.
3. Finally, click on the 'download assessment' link:



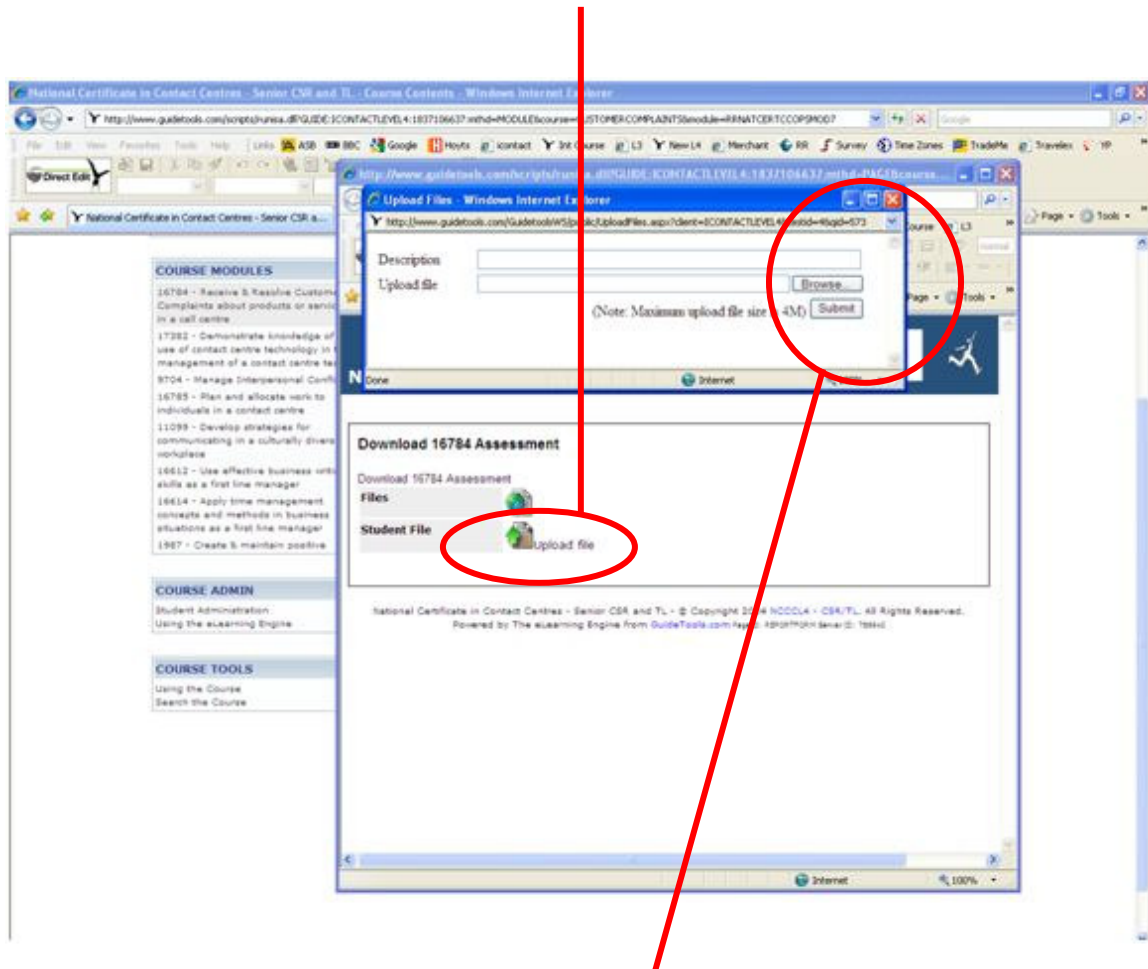
This will open up a new window.

Then click on the top file icon which will allow you to save the assessment document to your hard drive. Save it in a place that is easily retrievable.



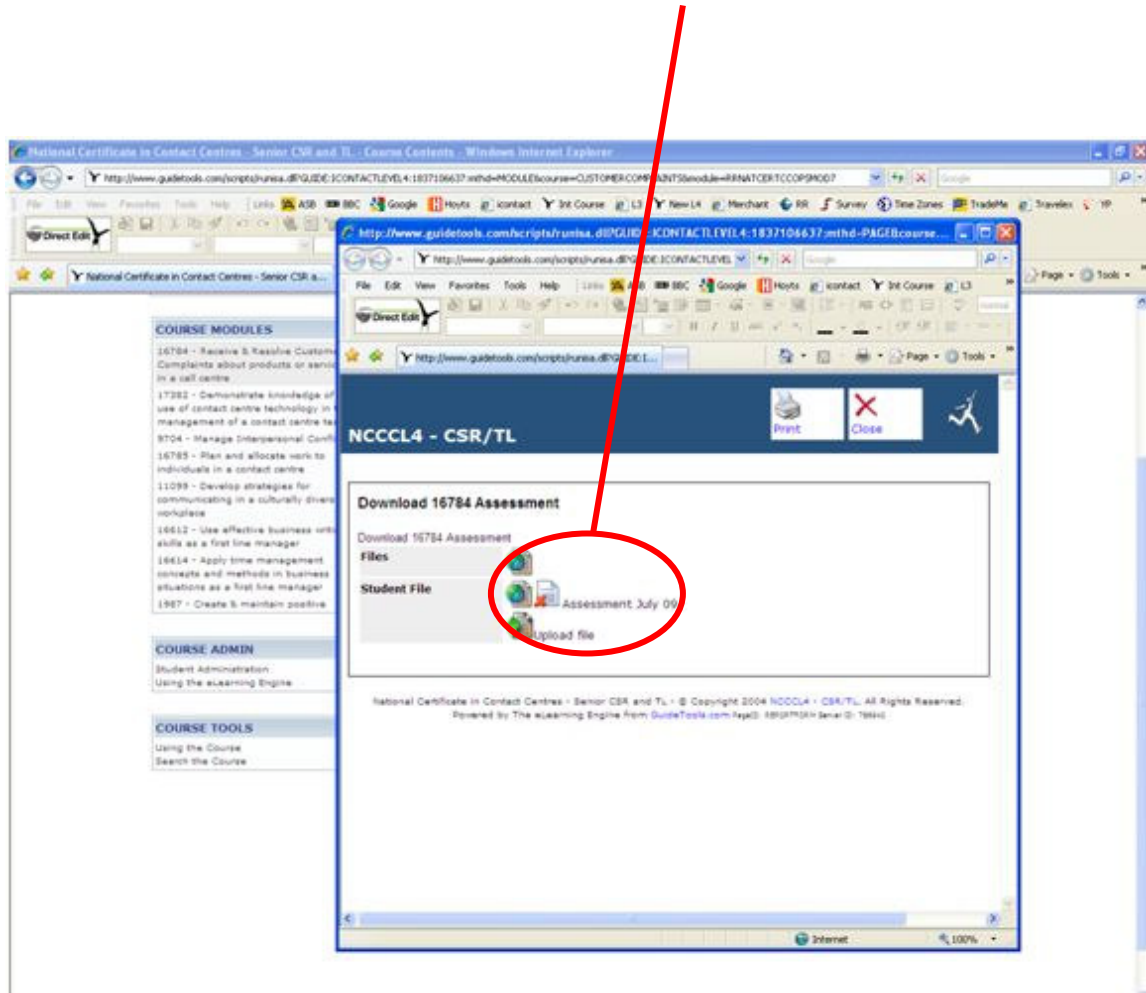
You can then work on that document in your own time and save any changes you make.

When you have completed the assessment, you can upload it to the system. You do this by returning to this page (ie – the assessment page above) then click on Upload File:



This pop up box will appear where you can browse for your saved completed assessment. Once you have located the correct document, insert a brief description in the box shown and click submit.

Once submitted, your screen will look like this. You will notice that you can delete the file if you uploaded the wrong one by clicking on the red 'x'. You can view the file by clicking on the file icon next to the red 'x' document. Your assessor can also view the file for assessment.



Once you have completed an on-line assessment, ***please let your assessor*** know - you can do this from within the course (See Page 7).

Step Four – Assessor marks the submissions

At this stage, your work is done and unless the assessor has any need to ask any further questions which will be highly unlikely if you have completed the tasks assigned. On successful assessment completion, the credits are registered on your framework, you will receive notification from the assessor and your qualification will be issued when all units are complete.

For questions on these processes or issues with the iconcontact system, please contact us:

iContact
P O Box 302263
North Harbour Mail Centre
Inquiries Phone: 0064 (09) 447 1994