

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC111A – RESPOND TO INBOUND CUSTOMER CONTACT**

Field Of Study : **OPERATIONS**

What is this course all about?

This unit applies to customer contact operational staff who take inquiries and who arrange the supply of a product or service. More advanced Telemarketing competency is covered in unit ICTCC340A.

When you have finished this course you should be able to demonstrate your ability to:

Prepare for customer contact

- Obtain and study product or service details
- Study prepared scripts or call guides.
- Clarify details with relevant manager.

Process customer inquiries

- Greet customer using enterprise protocol.
- Establish customer needs.
- Satisfy customer needs promptly and efficiently.

Arrange provision of a product or service

- Obtain details of customers' requirements.
- Select appropriate product or service in consultation with customer.
- Record details in enterprise systems.
- Discuss, agree, and record supply arrangements with customer.
- Discuss and agree on payment options with customer (if required).
- Conduct a credit check (if required).

Manage customer contact

- ❑ Collate and present customer contact records in accordance with enterprise policy.
- ❑ Record and report any difficulties not escalated.
- ❑ Escalate inquiries or orders that cannot be satisfied immediately.
- ❑ Supply & follow up information to customer (if role permits).
- ❑ Observe legislation, codes, regulations, and standards throughout transaction.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff
- ❑ Operations

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Satisfactory processing of a customer inquiry.
- ❑ Matching of product/service to customer requirements.
- ❑ Agreement with customer on product or service supply arrangements.
- ❑ Accurate recording of product or service supply arrangements.
- ❑ Accurate application of prepared call guide.
- ❑ Successful handling or appropriate escalation of difficulties.
- ❑ Customer Service Skills.
- ❑ Calling Principles.
- ❑ Voice Technique.
- ❑ Listening Skills.
- ❑ Interpersonal Skills.
- ❑ Teamwork.
- ❑ Enterprise Policies, Procedures, and Guidelines.
- ❑ Operational Environment: Customer Base, Company Products and Services

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Trade Practices Act;
- ❑ Consumer Credit Code;
- ❑ Privacy Act;
- ❑ EEO and anti discrimination legislation;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety legislation;
- ❑ Freedom of Information

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.