

Accreditation : This Module is a Nationally Accredited Course
Title : **ICTCC130A – PROVIDE QUALITY CUSTOMER SERVICE**
Field Of Study : **CUSTOMER SERVICE**

What is this course all about?

This unit applies to short-term contact with customers. It applies to identifying and satisfying customer needs and expectations in a positive and professional manner. It encompasses the full scope of contact centre customer contact. Fulfilment of customer requests is covered in unit ICTCC231A.

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

Receive an inbound inquiry

- ❑ Acknowledge the customer using standard phrases within policy.
- ❑ Identify the nature of the customer inquiry.
- ❑ Use an attentive and helpful manner in dealing with customers.

Make an outbound contact

- ❑ Make an introduction using standard phrases within policy.
- ❑ Assess the customer's availability to continue with contact.

Establish a relationship with the customer

- ❑ Confirm customer identity and details with customer records if appropriate.
- ❑ Establish a rapport using active listening and empathy techniques.

Determine customer requirements

- ❑ Identify customer requirements using active listening and empathy.
- ❑ Explain one or more courses of action to the customer.
- ❑ Obtain agreement on course of action.

Refer and transfer a customer to another agent

- ❑ Refer the customer to other services as appropriate.
- ❑ Notify the customer and other agent of all details relevant to the referral within policy.
- ❑ Execute the transfer efficiently.

Respond to customer requests

- ❑ Respond to requests promptly and accurately within policy.
- ❑ Discuss requests in an articulate, easy to understand manner without the use of jargon or acronyms.
- ❑ Identify and recommend options to satisfy the customer request within policy.
- ❑ Promote company products and services to meet the customer request within policy.
- ❑ Discuss and agree on a commitment to meeting the customer request.
- ❑ Access additional or more detailed information to meet the customer's request if necessary.
- ❑ Offer further assistance to the customer before closing.
- ❑ Use standard phrases to close the call if applicable.
- ❑ 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

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

- ❑ Knowledge of enterprise products, standards, policies and practices.
- ❑ Use of appropriate phrases in dealing with customers.
- ❑ Clear and concise communication with the customer including use of active listening and empathy techniques.
- ❑ Referral of inquiry in a prompt and efficient manner.
- ❑ Various options are provided to the customer when more than one option can satisfy customer need.
- ❑ Commitments are made with customer in accordance with enterprise policy.
- ❑ Projection of a professional image in representing the company.
- ❑ Customer Service Skills.
- ❑ Computer Keyboard Usage.
- ❑ Empathy.

- ❑ Listening Skills.
- ❑ Interpersonal Skills.
- ❑ Teamwork.
- ❑ Enterprise Policies, Procedures and Guidelines
- ❑ Enterprise Culture and Values.
- ❑ Enterprise Business Goals and Standards.
- ❑ Enterprise Protocols Associated with Customer Service.
- ❑ Operational Environment: Customer Base, Company Products and Services.
- ❑ Operational Systems.

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

- ❑ Privacy Act;
- ❑ Industrial Awards and agreements;
- ❑ EEO and Anti Discrimination Legislation;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety Legislation;
- ❑ Freedom of Information;
- ❑ Environment;
- ❑ Occupational Health and Safety legislation

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 to IV level.

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.