

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **ICTCC112A – CONDUCT OUTBOUND CONTACT OPERATIONS**

**Field Of Study** : **OPERATIONS**

### What is this course all about?

This unit applies to contact centre staff who make outbound contacts in relation to inquiries or sales of a particular 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 outbound contact

- ❑ Identify contact details and relevant policy.
- ❑ Obtain and review or prepare contact guides in accordance with policy.
- ❑ Clarify contact details with relevant manager where necessary.
- ❑ Identify the most effective method of communication.

#### Conduct outbound contact

- ❑ Contact the recipient by the most efficient method.
- ❑ Conduct the contact and/or use the contact guide efficiently in accordance with policy.
- ❑ Record details of the contact accurately in accordance with policy.
- ❑ Answer inquiries by recipients in accordance with policy.
- ❑ Escalate inquiries that cannot be satisfied immediately.
- ❑ Action recipient requests efficiently and in accordance with policy.

#### Manage outbound contact

- ❑ Collate and present contact records in accordance with policy.
- ❑ Record and report any difficulties not escalated.
- ❑ Supply & follow up information to recipient (if role permits).
- ❑ Observe privacy and regulatory provisions throughout contact.
- ❑ Identify and use safe working methods.

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 -

- ❑ Adequate preparation prior to making outbound contact..
- ❑ Use of appropriate communication pathway.
- ❑ Observation of policy throughout the outbound contact.
- ❑ Satisfactory processing of inquiries.
- ❑ Accurate recording of contact information.
- ❑ Accurate application of prepared contact 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](http://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](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.