

Accreditation : This Module is a Nationally Accredited Course
Title : **ICTCC231A – FULFIL CUSTOMER REQUESTS**
Field Of Study : **CUSTOMER SERVICE**

What is this course all about?

This unit applies to identifying and fulfilling customer request and engaging in the fulfillment process. This unit may involve customer contact or contact with other agents during or subsequent to customer contact. This unit extends the role covered by unit ICTCC230 - Provide quality customer service.

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

Receive customer request

- ❑ Acknowledge customer or agent using standard phrases within policy.
- ❑ Identify customer request using active listening and empathy as appropriate.
- ❑ Identify and recommend options to satisfy the customer request within policy.
- ❑ Explain features and benefits of products or services.
- ❑ Discuss and agree on a commitment to meeting the customer request

Arrange fulfillment

- ❑ Record customer request details in appropriate systems.
- ❑ Arrange for provision of the service and products to the customer as agreed.

Monitor and manage supply contingencies

- ❑ Make regular checks on supply of products or services to customers.
- ❑ Inform the customer of progress at appropriate intervals.
- ❑ Provide clear explanation to customers of delays or inability to meet commitments.
- ❑ Monitor customer satisfaction at each stage of the supply process.
- ❑ 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.