

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC351A – NEGOTIATE WITH CUSTOMERS ON MAJOR FAULTS**

Field Of Study : **COMPLAINTS & FAULTS**

What is this course all about?

This unit applies to major fault or service difficulties and includes contributing to planning to manage and rectify faults, maintaining contractual commitments and dealing with customers during and after the fault period.

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

Identify a major fault or service difficulty - ICTCC351A/01

- ❑ Identify trends in customer complaints.
- ❑ Identify wider problems by observation of fault patterns.
- ❑ Notify relevant authorities or individuals of faults or service difficulties.

Determine impact of fault or service difficulty - ICTCC351A/02

- ❑ Determine the extent and nature of the problem through relevant information sources.
- ❑ Analyse the impact on customers of the fault or service difficulty
- ❑ Identify customers affected.
- ❑ Contribute to planning actions to rectify fault or service difficulty.

Plan action to inform customers - ICTCC351A/03

- ❑ Assess options for informing customers.
- ❑ Consult to identify information to be supplied to customers.
- ❑ Allocate resources to inform customers.
- ❑ Identify priority customers.
- ❑ Plan action to avoid breaking contractual agreements where applicable.
- ❑ Notify breaches of agreements to the appropriate staff.

Process incoming customer comments - ICTCC351A/04

- ❑ Analyse customer comments to ensure they are related the fault or service difficulty.
- ❑ Inform customers of planned action.
- ❑ Negotiate special needs where required
- ❑ Process faults not allied to known fault/service difficulty in accordance with enterprise policy.

Provide feedback to customers- ICTCC351A/04

- ❑ Analyse customer comments to ensure they are related the fault or service difficulty.
- ❑ Inform customers of planned action.
- ❑ Negotiate special needs where required

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

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Billing and/or Credit Staff
- ❑ Administration

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

- ❑ Recognition of fault patterns and trends and/or their impact.
- ❑ Prompt and efficient reaction to major fault/service difficulty.
- ❑ Efficient and effective interrogation of customer databases.
- ❑ Identification of specialist support within the enterprise.
- ❑ Development of strategies for approaching customers in the quickest and most effective manner.
- ❑ Analysis and identification of service agreements with customers.
- ❑ Successful defense of enterprise actions.
- ❑ Satisfactory negotiation with customer to overcome problems
- ❑ Effective follow up of customer satisfaction.
- ❑ Projection of a professional image in representing the company
- ❑ Advanced Customer Service Skills.
- ❑ Listening Skills.
- ❑ Interpersonal Skills.
- ❑ Problem Solving Skills

- ❑ Conflict Resolution
- ❑ Enterprise Customer Service Policy.
- ❑ Enterprise Protocols Associated With Customer Service
- ❑ Operational Systems

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

- ❑ Trade Practices Act;
- ❑ Privacy Act;
- ❑ EEO and anti discrimination legislation;
- ❑ Telecommunications Act;
- ❑ 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. A certificate will be issued upon successful completion of this module.

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.

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.