

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC110A – WORK EFFECTIVELY IN A CONTACT CENTRE ENVIRONMENT**

Field Of Study : **OPERATIONS**

What is this course all about?

This unit applies to the individual contact centre staff member's assimilation into the operations of a customer contact centre. This competency unit should be integrated with units ICTCC100A, ICTCC101A, ICTCC111A, ICTCC112A, ICTCC120A, ICTCC121A

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

Relate individual operations to contact centre operations and infrastructure

- ❑ Identify specific contact centre operations and relate these to the industry wide context.
- ❑ Identify the role of the contact centre in relation to the enterprise.
- ❑ Identify personal contact centre role and operations.
- ❑ Relate personal operations to whole of contact centre objectives.
- ❑ Identify the major components of the contact centre infrastructure.
- ❑ Relate personal operations to contact centre infrastructure.

Manage personal operations

- ❑ Recognise and use workstation resources effectively.
- ❑ Identify contact centre organisational structure and operate within its reporting protocols.
- ❑ Identify personal performance requirements.
- ❑ Adopt strategies to achieve performance requirements.
- ❑ Recognise and participate in performance management processes.

Maintain a professional approach to employment

- ❑ Document past and present roles comprehensively.
- ❑ Identify realistic short and long-term career objectives.
- ❑ Relate personal capabilities to career objectives.
- ❑ Relate current position to career objectives in a positive manner.
- ❑ Identify strategies for projecting a professional image in current role.
- ❑ Contribute to the promotion of the enterprise and its staff to customers and clients.

Participate in a workplace team

- ❑ Identify team member roles and team structure accurately.
- ❑ Interact cooperatively with team members.
- ❑ Recognise, acknowledge, and contribute to the achievement of team objectives.
- ❑ Recognise and respond positively to conflict within team.
- ❑ Provide feedback to enhance team performance.

Manage personal stamina

- ❑ Identify sources of stress and fatigue in contact centre role.
- ❑ Adopt work routine and procedural strategies to minimise stress and fatigue.
- ❑ Monitor personal performance against performance requirements.
- ❑ Adapt stamina management strategies to maximise performance.
- ❑ Seek assistance from team members and management in managing stamina.

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 -

- ❑ Demonstration and explanation of individual role in relation to contact centre.
- ❑ Explanation of performance requirements.
- ❑ Presentation of career portfolio or similar information.
- ❑ Demonstration of professional performance in contact centre role.
- ❑ Explanation of contact centre team structure and team operations.
- ❑ Demonstration of stamina management strategies.
- ❑ Overview of customer contact operations.
- ❑ Teamwork.
- ❑ Enterprise Policies, Procedures, and Guidelines.
- ❑ Enterprise Mission, Business Goals and Standards.
- ❑ Specific Work Role and Relationships.
- ❑ Operational Environment: Customer Base, Company Products and Services.
- ❑ Operational Systems.

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.