



New Zealand Certificate in Contact Centres Level 3

The Training You Need: The Results You Want

Course Detail

The New Zealand Certificate in Contact Centres (Level 3) is designed for those who are currently working in Contact Centres. This course covers key skills for effective customer service, using the latest contact centre technology, and basic business administration, giving the student sound foundation knowledge to enhance their careers in this field.

This course contains 9 compulsory unit standards, and then a choice of two options (inbound or outbound), which each cover an additional 5 unit standards. Following this, there is a further specialization in either communication or administration/business processing.

COMPULSORY UNIT STANDARDS

- 125 – Demonstrate knowledge of record management systems within an organization
- 11818 – Demonstrate and apply product and/or service knowledge
- 12355 – Describe stress and ways of dealing with it
- 16774 – Follow occupational safety and health principles in a contact centre
- 16775 – Use and explain contact centre equipment
- 16777 – Organise, access and evaluate information to meet customer requirements in a contact centre
- 16778 – Establish and maintain effective working relationships in a contact centre
- 26848 – Demonstrate knowledge of legislation applicable to contact centres
- 27557 – Behave according to organizational requirements

(1) CHOOSE EITHER INBOUND OR OUTBOUND

Unit #	INBOUND	Unit #	OUTBOUND
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	11097	Listen actively to gain information in an interactive situation
1304	Communicate with people from other cultures	16781	Conduct out-bound campaigns from a contact centre
11097	Listen actively to gain information in an interactive situation	26860	Manage buyer resistance in sales situations
11815	Answer customer enquiries on the telephone in a wide range of contexts	26862	Negotiate sales in one-on-one situations
28268	Communicate with contact centre customers to meet their needs	26864	Apply knowledge of the sales process to sales situations

(2) CHOOSE EITHER COMMUNICATION OR ADMINISTRATION/BUSINESS PROCESSING

Unit #	COMMUNICATION	Unit #	ADMINISTRATION/BUSINESS PROCESSING
1312	Give oral instructions in the workplace	111	Use a word processor to produce documents for a business or organisation
9681	Contribute within a team or group which has an objective	123	Use office information, copying, and telecommunication systems
9694	Demonstrate and apply knowledge of communication process theory	24872	Produce documents for a workplace using a computer
12349	Demonstrate knowledge of time management		

Course Information:

Who should enrol?

- Contact Centre Agents
- Calling Agents
- Senior CSRs

Course includes:

- Access to training via eLearning
- Student logbook to complete
- Student support
- Assessor feedback
- Qualification certificate

Course Pricing

\$1495+GST

Flexible start dates with an enrolment period of 10 months

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