

Training Package

ICT97 Telecommunications

Qualifications

ICT30599 Certificate III in
Telecommunications (Call Centres)
ICT33333 Certificate III in
Telecommunications (Customer Contact)
ICT40599 Certificate IV in
Telecommunications (Call Centres)
ICT44444 Certificate IV in
Telecommunications (Customer Contact)

Competencies

ICTTC227A Manage personal work priorities and professional development
ICTTC228A Provide leadership to a team of call centre operational staff in the achievement of business goals and objectives
ICTTC229A Establish & manage effective relationships within the call centre team environment
ICTTC230A Lead, participate in and facilitate the activities of a call centre environment
ICTTC231A Manage the operations of a call centre work team to achieve planned outcomes
ICTTC232A Manage information & information systems in the call centre team environment
ICTTC233A Lead a call centre team delivering quality customer service
ICTTC234A Develop & maintain a safe workplace environment
ICTTC235A Implement & monitor quality & continuous improvement systems & processes
ICTTC236A Facilitate & capitalise on change and innovation
ICTTC237A Contribute to the development of a learning culture within the call centre environment

Description

This Toolbox provides a structured e-learning environment for all eight of the Leadership units in Certificate IV and the three Leadership units from Certificate III in Telecommunications (Call Centres). It provides a full suite of eleven Leadership units that can be used for learners undertaking these Certificates.

The leadership competencies selected lend themselves to an online format, significantly because Call Centre agents and Team Leaders have a high demand for flexibility, wanting delivery any time, anywhere. An online environment allows learners access to other learners, their teacher and their manager or mentor, as well as information about best management and leadership practices. The high degree of learner autonomy amongst this group means those opportunities for learning management, self-testing and practical application provided by an online environment will be particularly attractive.

The Toolbox is a problem-based environment organized by eleven key result areas which each require the completion of a development project such as a plan or proposal. These projects are framed around an anchored scenario of a call centre – B & B Online. This environment provides the basis for a series of activities in which the user is required to develop an effective call centre team. Should the learner already have access to a call centre, it can be used as the basis for solving the problems provided.

Toolbox Website

For further information, online previews, support and purchasing, visit:
<http://www.flexiblelearning.net.au/toolbox>

