

## Training Package

ICT02 Telecommunications

### Qualifications

ICT20102 Certificate II in Customer Contact

ICT30102 Certificate III in Customer Contact

ICT40102 Certificate IV in Customer Contact

### Competencies

ICTCC251A Receive and action customer fault reports

ICTCC351A Negotiate with customers on major faults

ICTCC260A Process low risk credit applications

ICTCC360A Process high risk credit applications

ICTCC261A Provide basic customer account enquiries

ICTCC361A Process complex accounts, service severance and defaults

ICTCC200A Follow OHS policy and procedures

ICTCC331A Deploy customer service staff

ICTCC471A Acquire product or service knowledge

ICTCC472A Gather, collate and record information

ICTCC473A Analyse information

### Description

The Customer Contact Centre Toolbox covers underpinning competencies from Certificate II, III, and IV. The target audience for the Toolbox includes new agents entering the Call Centre Industry, experienced agents attempting to further develop their skills and experienced Team Leaders.

The learners are presented with the content through a series of 11 customer learning scenarios at B&B Online: an online Bed & Breakfast provider. Learners adopt the role of either a contact centre agent or assistant/team leader to assist virtual clients through a series of tasks and activities or undertake tasks/activities relating to team leader duties. The activities in the Toolbox have been designed to encourage collaboration between learners. There are also a number of assignments that students can complete to demonstrate their comprehension of the subject matter to a teacher or workplace supervisor.

### Toolbox Website

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

