



THIS COULD BE A REALLY

GOOD CALL

FOR YOUR BUSINESS

Skills Contact Centre Programme



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Lift customer engagement and improve business performance

Contact centres play a huge role in the way clients and stakeholders perceive an organisation. The way staff deal with queries, disputes and various personalities has an immense influence on the relationships your organisation has with its clients.

Skills can work with you to equip your staff with the key competencies needed to improve contact centre performance, plus help you build career pathways for staff, improving staff attraction and retention.

What qualifications are available?

The New Zealand Certificate in Contact Centre (Level 3) version 2 is suitable for contact centre agents with some experience. This programme covers the core skills needed to work effectively in a contact centre, including techniques for listening, technical skills and how to gather information.

What are the benefits?



For the LEARNER

- Increased confidence in day-to-day work practice
- Access to wider qualification pathways and better career opportunities



For the TEAM LEADER

- Engaged and motivated staff
- Consistency in performance across the team



For the BUSINESS

- Improved customer engagement and customer service
- Lower staff turnover

How does the Contact Centre Course work?

1

Learner completes the modules, answering assessment questions and/or collating evidence from their day-to-day work practice.

2

The learner's manager verifies the evidence and confirms the application of knowledge.

3

Modules and evidence are assessed by qualified Assessors.

4

Qualification is awarded.

There are three online modules and 9 assessments:

Module 1:

- Mental health and wellbeing
- Health and safety
- Building effective relationships

Module 2:

- Technology, systems, and equipment
- Product and service knowledge
- Legislation

Module 3:

- Quality framework
- Your role as CSR
- Communicate with customers and resolve enquiries

How long will it take?

The Level 3 qualification takes 7 months to complete.

Will I need to do additional training with my staff?

In most cases, your induction processes will provide the necessary training for a learner to undertake the core modules.

Your usual management practices such as regular one-on-one meetings and quality assurance procedures will provide opportunities to gather evidence to show how learning is being applied.

How much does it cost?

\$350 +GST PER LEARNER

PACKAGE INCLUDES:

- Educational performance management
- All administration and NZQA requirements for enrolment
- Credit reporting
- Moderation



Ready to get growing?

Call us today on 0508 SKILLS (0508 754 557)

skills.
Grow by growing others