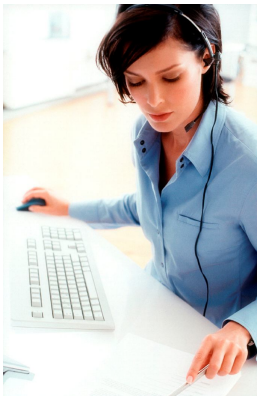


Certificate II Customer Contact ICT20102

FREE* training for Job Seekers registered with Job Network

This qualification is designed for a customer contact centre agent who receives calls, uses common call centre telephone and computer technology, enters and retrieves data, works in a team, manages own work under guidance. Provides at least one specialised service to customers, such as sales and advice for products or services, complaints or fault enquiries or data collection for surveys. This course is basically designed for new entrants into the call centre field.



ICTCC100A

Follow Occupational Health and Safety policy and procedures

ICTCC101A

Communicate effectively in a customer contact centre

ICTCC110A

Work effectively in a contact centre environment

ICTCC120A

Use basic computer technology

ICTCC121A

Use enterprise information system

ICTCC130A

Provide quality customer service

ICTCC111A

Respond to inbound customer contact

SIRXCCS002A

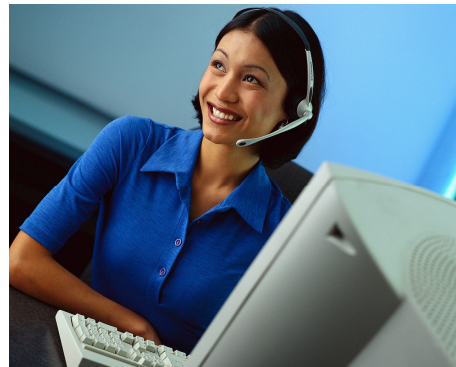
Interact with customers

SIRXSLS001A

Sell products and services

Where and When?

- ✓ Commencing dates:
 - Monday 25th May
 - Tuesday 22nd June
- ✓ 9:30am - 2:30pm
- ✓ Course runs for 2 weeks
- ✓ Penrith CBD Location
- ✓ 5 days per week



* Eligibility for FREE Training:

You may be eligible for FREE enrollment in this course if you meet the following criteria

- ✓ **You will need to be REFERRED by your Employment Service Provider (ESP) / Access Provider**
- ✓ You are 15 years of age or over
- ✓ You are an Australian Citizen or Permanent Resident

Career Opportunities

This course will give you the skills necessary for work in the Contact Centre industry. Roles may include:

- ✓ Contact Centre Operator
- ✓ Call Centre Operator
- ✓ Enquiries Officer
- ✓ Bookings Clerk—Call Centre
- ✓ Customer Service Representative
- ✓ Complaints officer
- ✓ Banking Officer—Call Centre
- ✓ Directory Assistance Officer

Contact us for more information!

Call **4722 2012** or email at

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