



Find out more!

Protect and ensure your reputation

# New Zealand Certificate in Contact Centres (Level 3)

No matter what business you're in, each customer touchpoint is your most important. Whether they're getting in touch for the first time or are an established customer with a question or concern, every interaction has the potential to please or provoke. That's why skilled and knowledgeable contact or service centre staff are vital.

The New Zealand Certificate in Contact Centres Level 3 has been designed by industry experts to deliver everything you and your people need whilst fitting seamlessly with your business needs and operating procedures.

It is ideal for anyone in a customer service, support, contact centre, or related role, and can be completed in seven months, giving them valuable technical and soft skills and knowledge.

## Programme features – Skills for Success

Your employees will gain these essential skills and your business will benefit. Here's a summary of what they will learn and be assessed on:

- ▶ Emotional and mental wellbeing.
- ▶ Contact centre technology and systems.
- ▶ Product and service knowledge.
- ▶ Good communication and query resolution.
- ▶ Find and use information to meet customer needs.
- ▶ Establish and maintain good contact centre working relationships.
- ▶ Positive interaction skills and quality frameworks.
- ▶ How the contact centre role fits within the business.
- ▶ Applicable legislation.
- ▶ Contact centre relevant health and safety.

Find out more: [www.ServiceIQ.org.nz/training/business-and-management](http://www.ServiceIQ.org.nz/training/business-and-management)

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Industry Qualifications

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