

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.

Finding a training programme that addresses the unique needs of your business is people has been difficult. Until now. 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 both valuable technical and soft skills and knowledge.

Skills for business success

Your people will gain valuable skills and knowledge in communicating with customers and resolving queries, positive interaction skills, managing and utilising information, building product/service knowledge, relevant technology and systems, applicable legislation, understanding their role in the organisation, plus health and safety (including emotional and mental well-being).

Benefits for your business

Upskilling your staff with this programme helps you:

- ▶ meet your customers' expectations for service and responsiveness
- ▶ stand out with a top reputation for high performance and customer focus
- ▶ attract repeat business and loyal customers
- ▶ cut external training costs by upskilling staff in your workplace
- ▶ satisfy your legal obligations under consumer and business legislation
- ▶ strengthen your business with well-trained employees
- ▶ motivate and boost morale and loyalty by offering nationally recognised qualifications
- ▶ retain skilled employees and reduce costs associated with high staff turnover
- ▶ enhance your business immediately as your employees apply new skills on job.

Benefits for your employees

Upskilling your staff with this programme helps them:

- ▶ gain the important basic skills to do a great job
- ▶ build confidence
- ▶ learn while they earn
- ▶ take on more responsibility
- ▶ increase their job satisfaction
- ▶ advance their career by gaining vital skills and a nationally recognised qualification.

Programme Features – Practical 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.



Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

More

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.

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