



Employment outcomes resulting from the completion of this course may include the following roles:

- Call Centre Operator
- Online Customer Support Officer
- Customer Service Operator
- Inbound Service Representative
- Customer Service Agent

- Use multiple information systems
- Work effectively in customer engagement
- Develop product and service knowledge for customer engagement operation
- Deliver and monitor a service to customers
- Process customer complaints
- Work effectively with others
- Organise personal work priorities and development
- Conduct customer engagement
- Collect data
- Contribute to health and safety of self and others
- Manage personal stress in the workplace
- Use digital technologies to communicate remotely

PHONE SIAN ON 0437 414 812
sian.sauerwald@wiseemployment.com.au
FOR ENQUIRIES AND ENROLMENT

Did you know that contact centres offer diverse roles incorporating service, sales, data collection and people management? This is because many organisations utilise multiple communication channels to engage more effectively with their community and customer base. Key sectors like banking, telecommunications, marketing, IT, and government now work through contact centres, creating huge demand for well trained, highly skilled communicators.

Many people have launched successful careers by working in a contact centre, including those now in senior management. This qualification is the ideal platform for those aspiring to work in business & team environments and to develop their career through effective communications.

This course provides you with skills and knowledge across multiple communication channels, including online and phone operations, and database management. It focuses on excellent customer service, adhering to key performance indicators, and providing support in team settings. You will also develop the skills required to use digital technologies and communicate remotely.

ENTRY REQUIREMENTS

There is no pre-requisite for entry to this course. All students will complete a pre-training assessment to identify learner strengths and weaknesses.

The training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engage-

DURATION

This course is only taught in external mode - either full-time or part-time. The full-time course is 6 months duration and the part-time is up to 24 months.

Additionally, students must complete an holistic assessment.