



Certificate II in Customer Contact

(ICT20102)

TRANSFORM

The Certificate II in Customer Contact is a practical entry-level qualification for people who want to make a career in the customer contact centre industry.

Students will learn about effective communicating, customer service, using technology and responding to inbound and outbound customer contact.

UNITS OF COMPETENCY

The Certificate II in Customer Contact is comprised of nine (9) units of competency which will include the following seven (7) core units below:

- ICTCC100A Follow Occupational Health and Safety policy and procedures
- ICTCC101A Communicate effectively in a customer contact environment
- ICTCC110A Work effectively in a contact centre environment
- ICTCC111A Respond to inbound customer contact
- ICTCC120A Use basic computer technology
- ICTCC121A Use an enterprise information system
- ICTCC130A Provide quality customer service

Credit may be given for the skills and knowledge students already have where applicable.

PATHWAYS TO EMPLOYMENT

Students will also have the opportunity to participate in Job Search Training workshops and receive support in:

- Preparing a resume
- Locating suitable employment opportunities
- Succeeding at job interviews
- How to keep that job and build a career.

Once completed, this qualification will provide students with pathways to a rewarding career as a Telesales Consultant, Teleclaims Officer, Telephone Customer Service Officer, Help Desk Operator, or Telephone Researcher.

PATHWAYS TO FUTURE STUDY

Successful completion of this course will also ensure that students are eligible to apply for advanced standing in Certificate III in Customer Contact.

GOVERNMENT FUNDING AVAILABLE

The Australian Government is offering to fully subsidise this qualification for job seekers under the new *Productivity Places Program*. Mission Australia Training Institute is an approved provider of the Productivity Places Program and is offering this qualification at **no cost to students**.

At this stage PPP will be available for job seekers only. Eligible job seekers are Australian citizens or permanent residents over the age of 15 and:

- Registered with an Employment Services Provider (ESP), or
- In receipt of income support, or
- A Community Development Employment Projects participant, or
- Not currently working but seeking or intending to seek paid employment or self employment, or
- In one of these categories before they commenced their Australian Apprenticeship (on or after 01/04/08).

Job seekers must be referred to training under the program by their ESP. Those not registered with an ESP must contact Mission Australia Training Institute directly to confirm eligibility.

For further information call Mission Australia Training Institute (MATI) on 1300 67 69 37 and ask about the qualifications and industry pathways being on offer near you.