

The banner features a dark background with white silhouettes of people in various work-related activities: a woman in a suit, a person holding a tray, a person with a shopping bag, and a person with a briefcase. On the right, a person is shown with large, colorful butterfly wings. The text 'Certificate III in Customer Contact (ICT30102)' is written in a large, white, sans-serif font. The word 'TRANSFORM' is written in a smaller, white, sans-serif font at the bottom right of the banner.

# Certificate III in Customer Contact (ICT30102)

TRANSFORM

The Certificate III in Customer Contact is a valuable qualification designed to develop the skills necessary for employment in in-house or freestanding call centres.

This course focuses on aspects of the call centre working environment, the function and use of telecommunications technology, and telephone and customer service skills.

## UNITS OF COMPETENCY

The Certificate III in Customer Contact is comprised of fourteen (14) 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 Centre
- 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 may apply for credit towards the Certificate IV 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.**