



# Telecommunications (ICT02)

Certificate IV in Customer Contact –  
Customer Service  
(ICT40102)

**Nationally accredited training  
From The Australian Salesmasters  
Training Company**



Version 1, 22/01/2009

About

# The Australian Salesmasters Training Company

Since 1985, The Australian Salesmasters has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them...TRAIN THEM" has been adopted by many of the nation's most progressive companies.

## THE QUALIFICATION

This course has been developed to provide workers in the Customer Contact Industry with the latest skills, knowledge and thinking for existing or aspiring team members to expand their capabilities. Units from within the course have been designed for application in all customer contact contexts.

## Why use Australian Salesmasters?

It is an undisputed fact that people enjoy their work better and are more efficient and productive when they are well skilled in what it is that they need to do.

The Australian Salesmasters has been delivering learning and development programs both nationally and internationally since 1985. More recently, as a Registered Training Organisation, RTO # 6854, we have been focused on delivering **how to** strategies and tactics in workplace training, productivity, performance and leadership effectiveness solutions. All these solutions are based on nationally agreed industry standards and are **personalised** depending on the clients needs.

We are keen to assist you and your people achieve their full potential and better align individual goals and competencies with organisational objectives. The results are measurable and lead to sustained improvements in your organisation.

All our trainers are Government accredited and have vast practical and theoretical knowledge on the programs they facilitate. All programs are experiential and a variety of training mediums are used.

At the Australian Salesmasters, you'll partner with a company that has been at the cutting edge of employee learning and development for over 20 years.

## Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes are:

- Measurable improvement against key organisational performance measures
- Increased motivation through the use of real, action-based projects within the workplace
- A safer, more productive workplace
- Development of a team-based culture
- Introduction of continuous improvement tools within existing systems
- Development of a sustainable learning environment.

Customer satisfaction is the primary aim for Australian Salesmasters ensuring that the courses:

- Are completed on-the-job in an agreed timeframe and format
- Minimise disruption through classroom training as required
- Recognise prior learning and experience
- Focus upon what needs to be learned
- are contextualised to meet business needs
- available via the internet (selected courses)

## Course Description

This national qualification is one of four available from the Telecommunication Training Package (ICT02)

This course has been developed to provide workers in the Customer Contact Industry with the latest skills, knowledge and thinking for existing or aspiring team members to expand their capabilities. Units from within the course have been designed for application in all customer contact contexts.

## Career Opportunities

This course provides candidates with the skills, attributes and knowledge to take more responsibility in the workplace through leadership roles or as change agents.

## Pathways

By successfully completing the Certificate IV in Customer Contact (ICT40102) the candidate is eligible for selection into the Diploma of Customer Contact Leadership (ICT50102).

## Entry Requirements

There are no formal entry requirements although it is expected that participants will have:

- A qualification and/or
- Substantial experience

In an area requiring the application of relevant customer contact skills.

## Induction and Enrolment

A representative of The Australian Salesmasters will meet with you at an agreed time to induct you into this course. You may complete the enrolment documentation immediately following your induction or at another time specifically set aside for enrolment.

## Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a participant to entry into the program with some credit/s.

Alternatively, if a participant can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

## Delivery Method

Delivery will comprise supervised on-the-job training during which the participant will be allowed an average of three hours a week to perform training related tasks and activities and structured self-directed learning.

## Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Classroom assessment activities
- Project-work
- Classroom assessment activities
- Simulation
- Demonstration
- Oral and written activities via the classroom
- Written activities via the internet

## Policies and Procedures

The policies and procedures applicable to this course are set out in the Australian Salesmasters Candidate Handbook. A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

## Course Duration

This course will be delivered and assessed in the workplace for up to 24 months. We are able to accelerate the duration of the course under certain circumstances.

## Outline & Structure

Candidates are required to complete 15 units primarily chosen from those shown below to be eligible for the Certificate IV in Customer Contact – Customer Service (ICT40102).

## Course Structure

ICT40102 Certificate IV in Customer Contact – Customer Service

15 units are required for this qualification comprising:  
7 core units and 8 elective units.

### Core Units (7) to be completed

- |                          |           |   |
|--------------------------|-----------|---|
| <input type="checkbox"/> | ICTCC101A | Communicate effectively in a customer contact centre        |
| <input type="checkbox"/> | ICTCC110A | Work effectively in a contact centre environment            |
| <input type="checkbox"/> | ICTCC100A | Follow occupational health and safety policy and procedures |
| <input type="checkbox"/> | ICTCC120A | Use basic computer technology                               |
| <input type="checkbox"/> | ICTCC121A | Use an enterprise information system                        |
| <input type="checkbox"/> | ICTCC130A | Provide quality customer service                            |
| <input type="checkbox"/> | ICTCC111A | Respond to inbound customer contact                         |
|                          | Or        |   |
| <input type="checkbox"/> | ICTCC112A | Conduct outbound contact operations                         |

## Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion participants will be awarded the Certificate IV in Customer Contact (ICT40102) – Customer Service Stream.

## Further Information

For further information regarding this course contact  
**The Australian Salesmasters Training Company:**

**Suite 317, 30-40 Harcourt Parade,  
Rosebery NSW 2018**

**P O Box 638  
Rosebery NSW 1445**

**P** 02 9700 9333

**F** 02 9700 8988

**E** [info@thesalesmasters.com](mailto:info@thesalesmasters.com)

**W** [www.thesalesmasters.com](http://www.thesalesmasters.com)

### Elective Units (8) to be completed – choose only 8

- |                          |            |   |
|--------------------------|------------|---|
| <input type="checkbox"/> | ICTCC352A  | Resolve complex customer complaints                       |
| <input type="checkbox"/> | ICTCC301A  | Manage workplace relationships in a contact centre        |
| <input type="checkbox"/> | ICTCC412A  | Implement continuous improvement in a contact centre      |
| <input type="checkbox"/> | BSBCMN412A | Promote innovation and change                             |
| <input type="checkbox"/> | BSBCMN418A | Address customer needs                                    |
| <input type="checkbox"/> | ICTCC431A  | Implement customer service strategies in a contact centre |
| <input type="checkbox"/> | ICTCC470A  | Implement information systems in a contact centre         |
| <input type="checkbox"/> | ICTCC471A  | Acquire product or service knowledge                      |
| <input type="checkbox"/> | ICTCC330A  | Manage customer relationships                             |
| <input type="checkbox"/> | BSBCMN402A | Develop work priorities                                   |
| <input type="checkbox"/> | BSBFLM412A | Promote team effectiveness                                |

