GET EMPLOYMENT *READY* NOW!

ONLINE
Virtual Contact Centre Training Course

INFORMATION & REQUIREMENTS

The Ministry of Social Development have partnered with CCNNZ – The Customer Contact Network of New Zealand and two contact centre industry providers (LearningPlanet and Phone Plus) to provide a special certified online course that will help you become employment ready and to find you a role within the contact centre and similar industries.

The course is funded by the ministry and will focus on a number of aspects of customer interaction and contact centre skills.

COURSE INFORMATION

Course Duration 5 weeks

Email interest to trainme@phoneplus.co.nz

Course Outcomes CCNNZ Certification in Contact Centre Training and enhanced opportunity and support to secure employment in the Contact Centre Industry or other similar industry

COURSE OUTLINE & REQUIREMENTS

- Completion of 20 online modules in conjunction with workbooks – Expected time to complete each module is between 1 - 2 hours per day.

- There will be 5 modules per week

- Workbooks are to be completed and submitted daily.

- A pass mark of 80% is required on each module assessment based on 5 questions.

- There will be 3 assessment resits available should some passes not be achieved.

- Additional coaching for the resits will be provided by our Employment & Engagement Tutor

- Attendance at weekly virtual classrooms for 5 weeks for 50 minutes including graduation (You simply dial in to a conference session from your device)

- Weekly coaching session of 30 minutes with Employment Engagement Coach

COURSE ENTRY REQUIREMENTS

Here are our Minimum Entry Level Requirements:

- Express a desire to complete the course

- Display an interest in being employed in the contact centre industry or another industry that requires similar skillsets

- Good handle of basic mathematics & the English Language

- Ability to commit to 4 weeks training with 1-2 hours per day allocated to the module work plus coaching time and participation in schedule virtual classroom sessions

Here are our Technology Requirements:

- Internet Access

- Computer, Laptop or Handheld Tablet to access the online course

- Headset or Earphones/Earbuds with microphone

- Video capability on computer or device to participate in the weekly virtual classrooms

- Sufficient device memory to have either Google Chrome or FireFox browsers installed in order to be able to fully view modules

IF YOU ARE INTERESTED IN COMPLETING THIS UNIQUE COURSE AND SECURING AN OPPORTUNITY TO WORK IN THIS GREAT INDUSTRY **CONTACT US NOW!**

EMAIL: trainme@phoneplus.co.nz

MINISTRY OF SOCIAL DEVELOPMENT
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CCNNZ
Customer Contact Network New Zealand

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BUSINESS SERVICES

LearningPlanet