

Connexis Contact Centre Operations Programme

Module	Compulsory or elective	Unit standard number	Unit standard title
Customer service and communication skills	Compulsory	9694	Demonstrate and apply knowledge of communication process theory
	Elective	11097	Listen to gain information in an interactive situation
	Compulsory	1299	Be assertive in a range of specified situations
	Compulsory	16776	Communicate with customers from a contact centre
	Compulsory	376	Employ customer service techniques for differing customer behaviours in a given situation
Foundations in contact centre specific communication channels	Compulsory	11818	Enhance work practices by the application of product and/or service knowledge
	Compulsory	16778	Establish and maintain effective working relationships in a contact centre
	Compulsory	16777	Seek, evaluate, and organise information for action in a contact centre
	Elective	11815	Answer customer enquiries on the telephone in a wide range of contexts
Professional writing and written communication skills within a contact centre	Compulsory	111	Use a word processor to produce documents
	Compulsory	24872	Produce documents for a workplace using a computer
	Compulsory	16775	Use and explain contact centre equipment and systems
	Elective	11816	Answer customer enquiries by mail, facsimile, and/or e-mail in a wide range of contexts
Professional contact centre development	Compulsory	12349	Demonstrate time management
	Compulsory	12355	Demonstrate knowledge of stress and ways of dealing with it
	Compulsory	16774	Follow occupational safety and health principles in a contact centre
	Compulsory	26848	Demonstrate knowledge of legislation applicable to contact centres
	Compulsory	9681	Contribute within a group/team which has an objective(s)