



# DUAL QUALIFICATION

## Certificate IV Customer Contact & Certificate IV Business (Frontline Management)

**REDUCE YOUR  
TURNOVER AND  
IMPROVE YOUR  
PERFORMANCE.**

**HOW HAVE YOU  
EQUIPPED YOUR  
TEAM LEADERS  
FOR SUCCESS?**

**TARGET THOSE  
WHO DIRECTLY  
INFLUENCE  
YOUR AGENTS  
OUTPUT AND  
LIFT YOUR  
CONTACT  
CENTRE  
PERFORMANCE.**

Who has the biggest influence on your contact centre performance?

How a team leader affects their daily contact with your agent is fundamental to achieving your contact centre objectives!

Team Leaders are more than Subject Matter Experts, more than the contact point for escalated complaints and more than experienced agents and administrative supervisors.

They need to be key influencers and leaders in front line teams.

Team Leaders are pivotal in creating the culture and driving the success of your contact centre operation.

The Champs C4 Dual Qualification Program has already been delivered to contact centers across the country in banking, insurance, finance and entertainment industries and is expected to become the benchmark for Team Leader training and development in Australia.

The Champs C4 Program complies with the packaging rules and contains elective units from the ICT40102 Certificate IV Customer Contact and the new qualification BSB40807 Certificate IV Business (Frontline Management).

The Champs C4 Program was developed through industry consultation, by industry practitioners, to deliver best practice outcomes to contact centres.



**The Champs C4 Program is also available to contact centers for in house, fully facilitated delivery to your time frames. Champs Unlimited will provide customisation of all materials to suit your business values and culture. Champs Unlimited will design a delivery strategy that suits your business.**

Facilitation by accredited (industry experienced) trainers, team building activities, simulation exercises, quizzes, handouts, role plays, games, mapping documents and assessment guides, participant's workbook with assessment records and work experience log books.

### 2010 Proposed Training Dates

**Feb 16<sup>th</sup> / March 18<sup>th</sup> / April 15<sup>th</sup> / May 13<sup>th</sup> / June 10<sup>th</sup> / July 15<sup>th</sup> / August 5<sup>th</sup>**

**Please note dates are flexible to suit the needs of the participants**

**For more information contact - Scott Nash Champs Unlimited on 07 3714 0888.**

**Discounts apply for group bookings.**