

## ISCG6433: ICT Customer Service Centre Skills

Course number:	ISCG6433	Level:	6	Credits:	15
Main programme:	BCS	Delivery:		One Semester	
Endorsement:	General (elective)	Hours directed:		30	
Other programmes:		Hours self-directed:		120	
Prerequisites:	ISCG5430	Total hours:		150	
Co-requisites:		Number of weeks:		16 weeks	
Restrictions:	ISCG6412 Help Desk				
Other:	Entry subject to approval of the Programme Leader and a negotiated contract with an approved industrial organisation				

Students are expected to adhere to United's policy on conduct in respect of staff, fellow students, and in the use of resources and facilities. Students are required to attend 100% of all scheduled classes.

### NZQA Level Descriptor:

	Knowledge	Skills	Application
6	<i>Specialised technical or theoretical knowledge with depth in one or more fields of work or study</i>	<i>Analyse, generate solutions to unfamiliar and sometimes complex problems.  Select, adapt and apply a range of processes relevant to the field of work or study</i>	<i>Advanced generic skills and/or specialist knowledge and skills in a professional context or field of study</i>

### Course aim:

To provide students opportunities to employ customer service skills and to practise, develop and reflect on these in an IT business situation. The purpose of this course is to give students a practical experience of employing professional customer service skills in a workplace environment.

### Learning Outcomes:

1. Implement the skills required for customer service
2. Develop techniques to address the customer needs
3. Acquire skills for dealing with difficult customers
4. Critically reflect on their own performance in the workplace

**Topics:** Topics include functions of the organisation, achieving customer satisfaction, listening and communication skills, telephone skills, technical writing skills, handling difficult customers, problem solving, time management, business skills, team skills, self-management.

Other topics as negotiated.

### Assessment:

Students will be advised of all matters relating to summative assessment at the outset of the course. Overall course grades will represent a balanced assessment of achievement in relation to all stated learning outcomes.

Weighting	Nature of assessment	Learning outcomes
100%	Portfolio of evidence demonstrating the customer service skills required in the chosen business and the student's application of these skills	1, 2, 3, 4