

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** Contact Centre Environment

**CODE NO. :** CCA130

**PROGRAM:** 634E – Customer Care Agent

**AUTHOR:** Gordon Nisbet

**DATE:** July 1, 2009 **PREVIOUS OUTLINE DATED:**

**APPROVED:**

*“Corey Meunier”*

CHAIR

\_\_\_\_\_  
DATE

**TOTAL CREDITS:**

**PREREQUISITE(S):**

**HOURS:** 48

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*For additional information, please contact Corey Meunier, Chair*

*School of Technology & Skilled Trades*

*(705) 759-2554, Ext. 2610*

**I. COURSE DESCRIPTION:**

Contact Centre Environment is forty-eight (48) hours of e-learning with the goal to educating contact centre apprentices on understanding the roles and responsibilities of the help desk and its relationship to other parts of the organization.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

1. Identify the role of a customer care agent in maintaining the functionality of a help desk environment.
2. Describe appropriate help desk policies and procedures.
3. Establish an effective record keeping system.
4. Demonstrate knowledge of a variety of paper or electronic forms for record keeping.
5. Use a resource library of product reference materials.
6. Demonstrate ability to read and interpret relevant trade publications.
7. Describe the use of help desk software to record and retrieve information.

**III. TOPICS:**

1. Contact Centre
2. Contact Centre Policy and Procedure
3. Customer Service
4. Technical Details

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Access to the Aristotle Learning Platform through a Sutherland secure computer.

**V. EVALUATION PROCESS/GRADING SYSTEM:**

1. Four Quizzes = 5% each
2. Final Assessment - =80%

The following semester grades will be assigned to students:

<b>Grade</b>	<b><u>Definition</u></b>	<i>Grade Point Equivalent</i>
A+	90 – 100%	
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

## VI. SPECIAL NOTES:

### Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with Lisa Petingalo, Human Resources Manager. Visit Lisa in the Human Resources Office or email her at [lisa\\_petingalo@suth.com](mailto:lisa_petingalo@suth.com).

### Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **Aristotle** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.