

ENROLLMENT SURVIVAL GUIDE



LATEAM
LLC

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CALL CENTER ROLES AND THE CLIENTS

Call Center Roles:

- Sales
 - Sales Experience is helpful
 - Friendly, outgoing and gregarious personalities are well suited
 - Do you have the power of persuasion?
- Customer Service
 - Enjoy helping solve problems
 - Ability to de-escalate an issue
 - Patient, attentive to detail personalities are well suited
- Tech Support
 - Hardware/Software/Technology experience
 - Tech savvy individuals are well suited
- Mixed Roles
 - A combo of any of the above
 - Jack of all trades?

WE HAVE CLIENTS THAT REPRESENT JUST ABOUT EVERY INDUSTRY OUT THERE!

WORKSTATION REQUIREMENTS

Work Space Equipment and Technology

Please [click here](#) for the most updated home office equipment requirements for the Arise Platform and options for other accessories you might need.

- Please note there may be additional requirements that need met for a specific client program.

SERVICE REVENUE

Service revenue varies by the client program and the complexity of the role for the client.

- **ALL CLIENT SERVICE REVENUE RATES RESIDE ON OUR [AGENT DASHBOARD](#)**
- Most clients offer a base rate paid by the hour and in some instances by the talk minute.

- **PLEASE NOTE**- Arise always refers to per interval service rates (an interval is 30 minutes of time) in the Opportunity Announcements.
- **In example, if the per interval base rate is \$7.50 then that is the equivalent of \$15 per hour!**

Your service revenue could be what we call “**EITHER/OR**” meaning the client may offer two different rates such as a per minute rate and a per hour rate – **you are ALWAYS paid the greater of the two per invoice period.**

CLIENT CERTIFICATION COURSES

Before you begin servicing a client program successful completion of a client certification course is required.

- **The is no cost for the certification course.**
- Certification is **required** by clients in order to join their call center program.
- The course provides information on the product/service; client systems; and processes/procedures and other information about the client program.
- Courses are held virtually
 - Classes vary in length
 - Average between 2-6 hours a day (includes homework)
 - Monday-Friday
 - You must be **HARD-WIRED (NO WIFI) and have a USB/VoIP Headset** – [CLICK HERE](#) for options
- **ONLY LIVE CALLS ARE PAID DURING CERTIFICATION** – NO OTHER PART OF YOUR COURSE IS PAID UNLESS OTHERWISE STATED IN THE OPPORTUNITY ANNOUNCEMENT!

YOUR RESPONSIBILITY BEFORE ENROLLING!!!!

- Do your research by **reading the Opportunity Announcement** for each client
- **Confirm the client revenue on our [Agent Dashboard](#)**
- Evaluate the commitment needed for the course before you enroll
- Attend our [NEW AGENT INFO SESSION](#) **BEFORE** enrolling to better understand certification
- Visit the client website to gain more insight
- **Why is this important?**
 - If you **DO NOT report to class on day 1** – you will be immediately dropped and Arise will assess a **\$20 NO SHOW fee!**
 - **It is YOUR responsibility to ensure BEFORE not after that YOU can fully commit to the certification course chosen.**

STEPS BEFORE YOU ENROLL

Review your client program options:

- These are found on the [Arise SITE](#) – opportunities change often
- Review Revenue offered by the Client on our [Agent Dashboard](#)

Read the Opportunity Announcement:

The client opportunity announcement includes some of the following:

- Class dates and times/ Requirements to pass certification
- Additional technology needed
- Client service hours of operations (when you can schedule hours)

Client Course Drop/Exchange/Modify Policy

Due to the strict enrollment policies, it is imperative that an AGENT do thorough research **before** enrolling in a client course.

If an AGENT decides to withdraw from the enrolled course either before or during the course it is referred to as a DROP! NOT reporting to class on DAY 1 means an immediate drop and Arise will assess the \$20 NO SHOW fee!

While not encouraged sometimes we need to discontinue or drop, change or make other modifications to our client certification course. **PLEASE REACH OUT TO LATEAM LLC FIRST BEFORE DROPPING!**

Drop Policy

- If an AGENT drops a course they may be prevented by Arise of any new enrollment for up to 30 days from the Drop process date.

Exchange Policy

- No exchanges can be made from one course to another
- If changing class dates is necessary and unavoidable the AGENT would have to drop the current course then enroll in the new course

Modification Policy

- After enrollment the only modification the AGENT can request to their course is the time slot chosen provided there are available seats in the new time slot

requested – if not the AGENT is expected to remain committed to the original class date and time chosen.

- You have up to 2 days from the start of the course to change time slots.
- Please note, once you've enrolled in a certification course, you cannot change to a different course or change your start date.

DROPS – ARE A LAST RESORT NOT THE FIRST OPTION! THEY NEGATIVELY IMPACT EVERYONE! WE DO NOT TOLERATE FRIVOLOUS REASONS FOR A DROP!

Arise Cancellation Policy

- Arise reserves the right to cancel any certification course for any reason at any time. Every effort will be made to reschedule a course.

How to Drop a Course

- **FIRST let us know of your intentions – email [LATEAM LLC](#)**
- **If you are dropping prior to class beginning this done from the Arise Portal under your My Programs Tab.**
- **If you are dropping after class has begun the instructor processes the drop after being notified.**
- Arise may prevent enrollment in a new client course for up to 30 days.
- **PLEASE NOTE – CALLOUS DISREGARD FOR YOUR CLIENT COURSE AND LACK OF COMMUNICATION RESULTING IN A DROP MAY RESULT IN LATEAM LLC EXERCISING THEIR RIGHT TO REMOVE THE AGENT FROM THE COMPANY ROSTER PER THE ICA CONTRACT.**

Dual Certification

- An AGENT is not able to certify for two different client programs if the dates and times overlap in any way.

Misrepresentation Policy

It is expected that the AGENT enrolled in a client certification course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity, and professionalism. LATEAM LLC and our partner Arise has zero tolerance for cheating and unethical behavior.

This includes but is not limited to

- Someone other than the enrolled agent attending a certification course on his or her behalf;
- Publishing, in any manner, whether written or oral, course materials, work, assignments, projects, exam questions, or results;
- The performance or submission of assignments or exams that is not the work of the enrolled agent.
- The decision as to whether an agent has engaged in cheating or other unethical behavior is at the sole discretion of LATEAM LLC/Arise.

Any agent so engaged will be immediately dropped from the client certification course and any unethical behavior may be grounds for permanent removal from LATEAM LLC and the Arise network.

COURSE INCENTIVES

INCENTIVES

A certification incentive may be offered and is usually paid out after successfully completion of the course and meeting any criteria as stipulated by the client. Details would be within the OA under the client opportunity.

Attendance Policy

- Where possible 100% attendance is expected and required for any client course.
- Some clients MAY tolerate some absences depending on the length of the overall course
- Other clients have a strict 100% attendance policy.

Questions to ask BEFORE enrolling?

- Have I read the full opportunity announcement (OA) first?
- Do I know what this client pays?
- Do I understand the performance requirements of this program?
- Do I have my [USB headset](#) and am I [HARDWIRED](#) to my internet service?
- Have I thoroughly reviewed the equipment or technology needed by this client?
- Have I checked my calendar or cleared it to ensure I can reasonably attend 100% of class?

ENROLLMENT STEPS

Steps to Enrolling:

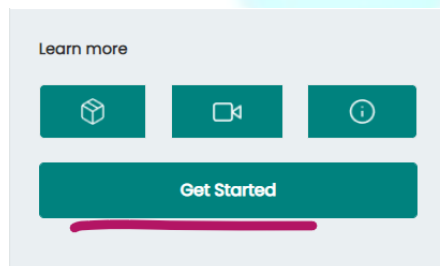
- CLICK **CLIENT OPPORTUNITIES** LOCATED ON THE ARISE SITE
 - **COMPLETE the required ASSESSMENT -BEFORE ENROLLING!**
 - **THIS ASSESSMENT can only be taken once every 30 days if you are not successful you will have to wait 30 days before trying again.**
 - i. Arise does not allow resets
 - ii. Arise does not get specific feedback or results only a pass or fail
 - iii. LATEAM LLC is unable to get further details either
 - **If unsuccessful you will have to retry the assessment after 30 days has elapsed.**

Amazing opportunities are just a few steps away.

Well-known brands are seeking help for their customers across a variety of industries. Complete the assessment so you can begin exploring.

Complete Assessment

- **Carefully Review the Opportunity Announcement** for the client course you are interested in – see below



Opportunity Announcement (pdf)

Enroll Now

- **Confirm the Service** Revenue paid by the client – [AGENT DASHBOARD](#)
- Click the ENROLL Button – to begin the enrollment steps
 - You will first be prompted to select your Class Time
- Then you will see a list of other prerequisites that must be completed to reach the “pay” step which officially enrolls you in this course. While there is no payment required for the course you will be required to place a credit/debit card on file in the event of a NO SHOW fee for missing day 1 of the course.
- **PLEASE NOTE: EFFECTIVE SEPT 1, 2022, AGENTS WILL BE RESPONSIBLE FOR THE COST OF A BACKGROUND CHECK AT \$35 – This would ONLY need repeated every 3 years.**

ASSESSMENT and SCREENING TIPS

Assessment details:

- **Allow a quiet 30-45 minutes to take the assessment**
 - **A headset is recommended**
 - **See above for Assessment retake policy if you are not successful**
- **Criminal Background Check**
 - See OA for client requirement
 - Arise is only told if you pass or fail no other details
 - Any disputes are made with the third-party vendor
 - **First Advantage**
 - <https://fadv.com>
 - Address is – P O Box 105292, Atlanta GA 30348
 - Phone **800-845-6004**
- **Drug Screening Background Check**
 - Only certain clients will require
 - Performed by same third-party vendor – First Advantage
 - You will be sent an email from them with specific instructions
 - Be sure to check spam/junk folder as well
 - Disputes are handled as above

How to Submit an Affidavit

- [CLICK HERE FOR THE AFFIDAVIT AND INSTRUCTIONS](#)
 - Print the form
 - Once complete place your driver's license in the designated area on the form
 - Take a picture with your cell phone or camera (please make sure everything is legible)
 - *Take a selfie picture using your cell phone of you holding your driver's license against your face to be sent with the affidavit.*
 - **Email it to the email address below and CC LATEAM LLC**
- **Email this to - AriseAffidavits@arise.com**
- Arise will provide an auto-generated message once the affidavit is received
 - Consider the auto-response as confirmation it is received and accepted
 - ONLY If there is an issue you will be notified.
 - You will be dropped from your course if this is not submitted within a reasonable amount of time (in most cases you have up to 3-5 days before you begin taking calls)
- Reminders:
 - **Your name on the Affidavit/Photo ID must match what is on the Arise Portal**

- If there is a discrepancy documentation must be attached such as
 - Marriage Certificate
 - Divorce Decree
- If the address is different than what is on the Arise Portal, you must include
 - Copy of utility bill, lease agreement/mortgage note, insurance ID

Summary:

Enrollment in your client course is a VERY BIG and IMPORTANT step to reaching the goal of working from home!

We expect our Agents to be responsible and accountable for such enrollments.

**UNDER NO CIRCUMSTANCES SHOULD AN AGENT
ENROLL IN A COURSE WITH NO INTENTION OF
REMAINING COMMITTED!**

**THIS WILL RESULT IN BEING RELEASED FROM OUR
COMPANY ROSTER AND FLAGGED WITH ARISE
ENROLLMENT.**

What is Next?

Please refer to your Certification Survival Guide.