CERTIFICATION SURVIVAL GUIDE

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Steps prior to Day One of Class

CLASS DEPOSIT $20

Due 7 days prior to class. Why? - To confirm your commitment to this class and allow Arise to create necessary credentials, proprietary email accounts and system profiles.

- These items come at great cost to Arise and/or the Client
- They are unnecessary expense if you do not intend to continue
- Once you attend Day 1 in full this deposit is refunded to you within 30 days.

Home office Set Up

Please refer to our Home Office Equipment page for details!

Pre-Course Work

CLIENT CURRICULUM

Approximately 1-2 days prior to your class start date you will have access to your curriculum. It is important you thoroughly acquaint yourself with this platform once you have access.

How to access

From the Arise portal home page your class will be listed under the My Programs Tab and at the bottom of this Client Course Tab you will see several options one of them being Self-Paced

- Your instructor will send a welcome email and this will include much more detail regarding your curriculum!

Welcome Letter

- One to three days prior to your class start date you will receive a welcome letter from your instructor!
    - ***ADD your instructor to your contacts immediately***
    - Please read the entire email and follow all directives
        - Take note of any time sensitive tasks or deadlines to meet
    - Often it will ask that you complete a survey for class readiness
    - It may also contain your username/password for client systems access – file this email in a safe place or print it out for your reference.

- You should read and respond appropriately to all instructor emails failure to do so could mean being dropped from the course.

LOP or Log on Party; Early Engagement or Meet and Greet

- Some clients will host this event to have you meet your instructor and test your client logins.
- These are beneficial as they can uncover tech issues that can be resolved quickly and easily in most cases.
- For clients that host a LOP (not all do) you will receive an email with your usernames/passwords for the various systems you will need to log into each day you provide call center support.
    - DO NOT DISCARD THIS EMAIL
    - READ THE EMAIL IN FULL FOR ANY SPECIFIC DIRECTIVES

DURING CERTIFICATION

Getting to class!

Each day you will access class from the link provided on your My Programs Tab under your client!

Attendance

The most common reason for an AGENT to be dropped from the course by the instructor is **ATTENDANCE!**

Your attendance reflects how serious you are about your certification and becoming a high performer. Missing class sessions will directly affect your ability to pass the course; compromise your ability in production and waste your time and everyone else's.

Attendance Standards for Arise courses:

- 100% attendance is the goal
- 15 mins late = TARDY
- 30 MINS LATE = ABSENT
- 1-2 days absence puts the learner at risk to be dropped
- AFTER the 3rd absence the learner may be dropped for attendance issues
- ***Repeat drops could result in the following:***
    - ***Arise tags you as serial dropper – which means you have 3 or more in a short period of time usually 90 days***
    - ***This could mean removal from our company.***

What to do if you must be absent:

- **Email your instructor and CC LATEAM LLC – MUST BE DONE!**
- Do this as soon as possible not after or during the class where possible
- Review the class recording and do all self-paced learning before the next class session

IMPORTANT CLASSROOM HABITS

- ARRIVE 5-10 MINUTES EARLY FOR CLASS EACH DAY
- PARTICIPATE – YOUR INTSTRUCTOR TAKES NOTE OF THIS
- USE YOUR MANNERS
- ***Be Camera Ready – some instructors will spot check if learners are there and, in their office,***
- ***CLASS SESSIONS ARE FOR CLASS CURRICULUM***
- THINGS THAT ARE NOT DISCUSSED IN CLASS ARE:
  - Service Revenue /Pay dates, etc. CONTACT LATEAM LLC or visit our Agent Dashboard for these questions.
  - Personal Matters or Other non-essential topics

Best practices for LEARNING

- Take screenshots of key points or take notes
- Ask questions – the only dumb question is the one not asked
- Download all shareables by your instructor (even print if needed)
- Offer to demo a newly learned task
- Buddy Up with a fellow learner for practice sessions
- Attend any huddles or practices sessions hosted by your instructor

SUCCESSFUL CERTIFICATION STEPS

Each client will have different criteria that must be met to successfully graduate. As a rule of thumb, you should expect the following criteria (see OA for client specific criteria):

- Regular attendance
- All self-paced learning or homework completed
- Passing grade on all quizzes/assessments
- Passing score on mock or live calls
- Strong participation in class including role play and demonstrations

MOCK OR LIVE CALLS

Passing Mock or Live Calls is necessary to move to production. You will be well prepared from your instructor led sessions in the weeks leading up to this part of certification. The purpose of mock/live calls is not to see how much you can memorize rather to see if you are proficient in systems use, embracing all resources and following the client call script or guide.

Tips for success with Mock or Live Calls:

- **Fully review all resources and call flow guides/scripts**
- **PRACTICE and then PRACTICE some more!**
- **Speak naturally and conversationally but professionally**
- **Do not use slang or improper English**
- **NEVER USE GRAPHIC OR FOUL LANGUAGE**
- **Take a deep breath and smile before answering your call**
- **USE ALL YOUR RESOURCES**
- **HAVE FUN**

POST CERTIFICATION INTO PRODUCTION

STATEMENT OF WORK

Prior to beginning live calls, you will receive your SOW or Statement of Work!

This is a specific contract regarding your client program. It summarizes your expected performance and service revenue and other details.

Things to know:

- LATEAM LLC will send you a copy of the Agent SOW to review and Sign using SignNow
- SOWs are active for a period of 30 - 120 days at which time they will renew provided your performance is satisfactory
- **The first SOW received is a CERTIFICATION SOW** – meaning you are still technically in training. This allows the client results team to monitor you closely to assist with your transition to production.

INVOICE PAYMENTS AND HOW MADE

In addition to receiving a Statement of Work at that same time you will also receive your Direct Deposit Authorization since you will now start to receive invoice payments for any earnings.

THINGS TO KNOW:

- A direct deposit authorization form will arrive along with your SOW
- We keep this on file until any changes are made – to request changes to your direct deposit account later – use the form located on our Agent Dashboard

- For more detail regarding pay periods and other things associated with your invoice payments – please Invoice Payment section in our Knowledgebase – Click Here

GRADUATION AND ENTERING PRODUCTION

Once you have completed all instructor-led courses, passed all quizzes/assessments, and passed all mock/live calls you are now CERTIFIED to provide call center support to your client program.

The following will happen:

- You will receive your official certification email from your instructor
- You will receive an intro email from your assigned QASR (Quality Assurance Support Resource)
- You will be able to immediately begin posting for more service hours with your client program
- *You are officially open for business as a micro-call center of one! WOOHOO!*

What’s next?

Please refer to your Production Survival Guide! - COMING SOON