

National Certificate in Contact Centre Operations (Level 3)

Level 3

Credits 58

This qualification is **expiring**. The last date to meet the requirements is 31 December 2018.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303].

The last date for entry into programmes leading to the replaced qualification is 31 December 2016.

For detailed information see [Review Summaries](#) on the NZQA website.

This qualification includes unit standards 11831, 16776 and 16784 which must be completed before they expire.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	July 1999	December 2007
Revision	2	November 2001	December 2007
Review	3	August 2005	December 2010
Revision	4	April 2009	December 2012
Review	5	February 2011	December 2018
Review	6	April 2014	December 2018
Republication	6	November 2015	December 2018

Standard Setting Body

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Purpose

This entry level qualification is for people working in contact centres and covers the range of basic knowledge and skills required in this industry. Holders of this qualification can demonstrate skills and knowledge related to:

- customer service;
- creating business documents;
- knowledge of time and stress management;
- communication;
- contributing to a team/group;
- use of contact centre systems and equipment; and
- working safely and effectively in a contact centre.

The Compulsory section includes standards which cover the knowledge and skills that are essential for people working in contact centres.

The Elective section allows people to choose specified standards relevant to their role from the Business Information Processing, Credit Administration, Generic Computing, Interpersonal Communications, Contact Centre Operations, Sales Transactions, and Service Sector - Core Skills domains.

Holders of this qualification can progress to the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739], which is awarded at Level 3 or Level 4, depending on the strand.

Credit Range

	Compulsory	Elective
Level 1 credits	-	0-3
Level 2 credits	14	0-4
Level 3 credits	34	6-10
Level 4 credits	-	0-4
Minimum totals	48	10

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 10 credits as specified

Detailed Requirements

Compulsory

The following standards are required

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
111	Use a word processor to produce documents for a business or organisation	2	5

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
24872	Produce documents for a workplace using a computer	3	3

Core Generic > Core Generic > Self-Management

ID	Title	Level	Credit
12349	Demonstrate knowledge of time management	2	3
12355	Describe stress and ways of dealing with it	2	2

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1299	Be assertive in a range of specified situations	2	4
9681	Contribute within a group/team which has an objective(s)	3	3
9694	Demonstrate and apply knowledge of communication process theory	3	5

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit
16774	Follow occupational safety and health principles in a contact centre	3	3
16775	Use and explain contact centre equipment and systems	3	3
16776	Communicate with contact centre customers	3	3
16777	Organise, access and evaluate information to meet customer requirements in a contact centre	3	3
16778	Establish and maintain effective working relationships in a contact centre	3	4
26848	Demonstrate knowledge of legislation applicable to contact centres	3	3

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2
11818	Demonstrate and apply product and/or service knowledge	3	2

Elective

A minimum of 10 credits

- Of which a minimum of 6 credits at Level 3 or above

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
103	Use data entry skills to input data	2	3

Business > Financial Management > Credit Administration

ID	Title	Level	Credit
16759	Demonstrate telephone techniques for debt collection	3	5

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
2780	Demonstrate and apply knowledge of a personal computer system	1	3
20332	Use the Internet for information retrieval in an organisation	2	3

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1304	Communicate with people from other cultures	3	2
1312	Give oral instructions in the workplace	3	3
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit
16779	Assist customers with account enquiries in a contact centre	3	2
16780	Respond to in-bound interactions relating to campaigns in a contact centre	3	3
16781	Conduct out-bound campaigns from a contact centre	3	2
16784	Receive and resolve customer complaints in a contact centre	3	3
18510	Process emergency service calls at an emergency response contact centre	3	5
18511	Dispatch resources from an emergency response contact centre in response to emergency service calls	3	5

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6

Service Sector > Retail, Distribution, and Sales > Wholesale

ID	Title	Level	Credit
10458	Communicate product information to sales clients	4	5

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	3
11816	Respond to customer enquiries by writing in a range of contexts	3	4

Transition Arrangements

Version 6

Version 6 of this qualification was republished to extend the last date for entry to programmes leading to this qualification from 31 December 2015 to 31 December 2016, and to extend the last date for assessment from 31 December 2017 to 31 December 2018

This qualification contains standard 379 that will expire in December 2014. For the purposes of this qualification, people who have gained credit for the replacement standard are exempt from the requirement to gain credit for the expiring standard – see table below.

Credit for	Exempt from
26862	379

Version 5

Version 5 was issued following a review.

Changes to structure and content

- The requirements for the Elective section were updated from a minimum of 6 credits to a minimum of 10 credits of which a minimum of 6 credits must be at Level 3 or above.
- The credit total of the qualification decreased from 68 to 58.
- Standards 24872 and 26848 were added to the Compulsory section.
- Standards 1304, 1312, 9705, and 11815 were added to the Elective section.
- Standard 9681 was moved to the Compulsory section from the Elective section.
- Standards 103 and 2780 were moved to the Elective section from the Compulsory section.
- The credit values of reviewed standards 2780, 11818, 16777, 16779, 16780, 16781, and 16784 were updated.
- The level of reviewed standard 2780 and 20332 were updated.
- The titles of reviewed standards 103, 111, 376, 11816, 11818, 12349, 12355, 16776, 16777, 16780, 16781, and 16784 were updated.
- Standards 11818, 12349, 12355, 16776, 16777, 16780, 16781, and 16784 were updated.

For detailed information see [Review Summaries](#) on the NZQA website.

Candidates may either complete the requirements for version 4 of the qualification or transfer to version 5.

All new candidates will be enrolled in programmes leading to version 5 of the qualification.

It is not intended that anyone is disadvantaged by this review and the above arrangements have been designed for a smooth transition. However, anyone who feels they have been disadvantaged may appeal to ElectroTechnology Industry Training Organisation at the address below.

Previous versions of the qualification

Version 4 was issued to update details of reviewed standards.

Version 3 was reviewed and issued following a review of *Call Centres* standards and a change in the classification to bring the qualification focus into line with industry developments. The elective component of the qualification was restructured to provide better access for candidates, and adjust the title.

Version 2 was issued to accommodate additional call centre industry training requirements.

Other standard setting bodies whose standards are included in the qualification

Forest Industries Training and Education Council (FITEC)
 NZQA
 Retail Institute

Certification

This certificate will display the logos of NZQA, the ElectroTechnology Industry Training Organisation and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
1956	Service Sector > Contact Centres > Contact Centre Operations	080599	Management and Commerce > Sales and Marketing > Sales and Marketing not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

EXPIRING