Field Service Sector

Review of existing and registration of new *Contact Centre* unit standards

| Subfield | Domain | ID |
|-----------------|---------------------------|----------------------------|
| Contact Centres | Contact Centre Operations | 16774-16783, 16784, 18510, |
| | | 18511, 26848 |

The ElectroTechnology Industry Training Organisation (ETITO) has completed the review of the unit standards listed above.

Date new versions published December 2010

Planned review date

December 2015

Summary

During 2010, ETITO undertook extensive consultation with industry representatives and The Contact Centre Advisory Group (CCAG).

During the review, consideration was given to technology and equipment advancement, industry best practice and requirements, as well as updating for currency, and changes in legislation.

Main changes

- Contact centre unit standards were updated for currency and new standard 26848 was developed.
- Standard 16782 was combined into standard 16781, and standard 16782 was designated expiring.
- Standard 16783 was combined into standard 16784, and standard 16783 was designated expiring.
- New standard 26848 was included in the entry information as recommended for all other standards in this set.

Category D unit standards will expire at the end of December 2012

Impact on registered qualifications

| Key to type of impact | | | | |
|-------------------------|---|--|--|--|
| Affected | The qualification lists a reviewed classification (domain or subfield) in an elective set | | | |
| | The qualification lists a standard that has changes to level or credits | | | |
| | The qualification lists a C or D category standard | | | |
| Not materially affected | The qualification lists a standard that has a new title | | | |
| | The qualification lists a standard that has a new classification | | | |

The following ElectroTechnology Industry Training Organisation qualification is impacted by the outcome of this review and has been updated as part of this process. The classifications and/or standards that generated the status *Affected* are listed in **bold**.

| Ref | Qualification Title | ID |
|------|---|--------------|
| 0643 | National Certificate in Contact Centre Operations (Level 3) | 16782, 16783 |

Detailed list of unit standards - classification, title, level, and credits

All changes are in **bold**.

| Ke | Key to review category | | | | |
|----|--|--|--|--|--|
| Α | Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new | | | | |
| | version number | | | | |
| В | Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID | | | | |
| | and a new version number | | | | |
| С | Major changes that necessitate the registration of a replacement standard with a new ID | | | | |
| D | Standard will expire and not be replaced | | | | |

Service Sector > Contact Centres > Contact Centre Operations

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|--------------------|
| 16774 | Follow occupational safety and health principles in a contact centre | 3 | 3 | В |
| 16775 | Use and explain contact centre equipment and systems | 3 | 3 | В |
| 16776 | Communicate with contact centre customers | 3 | 3 | В |
| 16777 | Organise, access and evaluate information to meet customer requirements in a contact centre | 3 | 3 | В |
| 16778 | Establish and maintain effective working relationships in a contact centre | 3 | 4 | В |
| 16779 | Assist customers with account enquiries in a contact centre | 3 | 2 | В |
| 16780 | Respond to in-bound interactions relating to campaigns in a contact centre | 3 | 3 | В |
| 16781 | Conduct out-bound campaigns from a contact centre | 3 | 2 | В |
| 16782 | Conduct telephone surveys from a contact centre | 3 | 4 | D |
| 16783 | Receive and action reports of faulty products or services in a contact centre | 3 | 4 | D |
| 16784 | Receive and resolve customer complaints in a contact centre | 3 | 3 | В |
| 18510 | Process emergency service calls at an emergency response contact centre | 3 | 5 | В |
| 18511 | Dispatch resources from an emergency response contact centre in response to emergency service calls | 3 | 5 | В |
| 26848 | Demonstrate knowledge of legislation applicable to contact centres | 3 | 3 | New |