

40052**Provide solutions to contact centre customers**

Kaupae Level	3
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is for people who want to learn how to provide solutions to customers. It is for contact centre agents, representatives, or individuals in training toward these roles.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Contact Centre (Level 3) [2303].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Use product, service, or industry knowledge to provide solutions during customer interactions.	a. Use product, service, or industry information relevant to customer interactions.
	b. Describe how relevant legislation assists customer interactions.
	c. Identify any implications and/or possible consequences of non-compliance with relevant legislation to assist customer interactions.
	d. Use problem solving skills and techniques to communicate solutions during customer interactions.
	e. Use conflict resolution techniques to communicate solutions during customer interactions.
2. Maintain product knowledge on current products, services, and/or industry information	a. Use organisation resources to maintain own knowledge on current products, services, and/or industry information.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

Assessment against this skill standard must be based on evidence from a real or simulated workplace situation. Workplace environments should consider hybrid role and remote-workplace environments.

All activities and evidence presented in this skill standard must be in accordance with contact centre policies and procedures.

Contact centre policies and procedures refer to those policies, procedures, and/or guidelines of a real workplace, or in the case of assessment being undertaken in a simulated workplace environment replicates a real workplace rather than those of the training provider.

Legislation that must be assessed:

- Employment Relations Act 2000,
- Human Rights Act 1993,
- Privacy Act 2020,
- Harmful Digital Communications Act 2015.

Legislation that may be assessed may include but is not limited to:

- Consumer Guarantees Act 1993,
- Fair Trading Act 1986.

Evidence of providing customised solutions during four different customer interactions must be provided.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Customer interactions:

- complex customer enquiries – enquiries relating to products and/or services that cannot be resolved at first point of contact, usually requiring more than one step or another team member to resolve. Could also have multiple elements to the enquiry.
- business as usual enquiries – general enquiries relating to products and/or services that can be resolved at first point of contact.
- customer complaints – expressions of dissatisfaction or frustration from customers about a product or service. Can include de-escalation of customer enquiry.

Customer interaction:

- greeting of customer
- opening question
- following any security or privacy protocol
- accessing different systems and platforms
- providing different solutions, follow up subsequent actions, close customer interaction.

Diversity in customers:

Adds complexity to different customer interactions and refer to customers who may be:

- angry
- sad
- confused
- stressed
- bi-lingual or multi-lingual speakers
- neurodiverse.

Product and/or service specifications:

- product use
- after-sales service
- price
- legal requirements
- frequency of service.

Processes or resources to assist professional development:

- database systems
- seminars
- induction programs
- training programs.

Support and non-facing roles within contact centre:

Roles within a contact centre that don't necessarily engage with customers.

Rauemi | Resources

Relevant resources may include but are not limited to:

- Anti-Money Laundering and Countering Financing of Terrorism (Exemptions) Amendment Regulations 2023;
- Companies Act 1993;
- Consumer Guarantees Act 1993;
- Credit Contracts and Consumer Finance Act 2003;
- Contract and Commercial Law Act 2017
- Employment Relations Act 2000;
- Fair Trading Act 1986;
- Fair Trading Amendment Act 2013 (2013 No 143);
- Financial Services Amendment Act 2019 (2019 No 8);
- Fire and Emergency New Zealand Act 2017 (2017 No 17);
- Harmful Digital Communications Act 2015;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;
- Local Government Official Information and Meetings Act 1987;
- Official Information Act 1982;
- Privacy Act 2020;
- Private Security Personnel and Private Investigators Act 2010;
- Public Records Act 2005;
- Residential Tenancies Act 1986;
- Resource Management Act 1991;
- Public Service Act 2020 (2020 No 40);
- Telecommunications Act 2001;
- Treaty of Waitangi Act 1975;
- Unsolicited Electronic Messages Act 2007.

and all subsequent amendments and replacements.

Contact centre policies and procedures.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector> Contact Centres > Contact Centre Operations
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0003

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 May 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz if you wish to suggest changes to the content of this skill standard.