



## Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

<b>Key to review category</b>	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</b>	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

### Service Sector > Contact Centres > Contact Centre Operations

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
16774	Follow occupational safety and health principles in a contact centre	3	3	B
16775	Use and explain contact centre equipment and systems	3	3	B
16776	Communicate with contact centre customers	3	3	B
16777	Organise, access and evaluate information to meet customer requirements in a contact centre	3	3	B
16778	Establish and maintain effective working relationships in a contact centre	3	4	B
16779	Assist customers with account enquiries in a contact centre	3	2	B
16780	Respond to in-bound interactions relating to campaigns in a contact centre	3	3	B
16781	Conduct out-bound campaigns from a contact centre	3	2	B
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	B
18510	Process emergency service calls at an emergency response contact centre	3	5	B
18511	Dispatch resources from an emergency response contact centre in response to emergency service calls	3	5	B
<b>26848</b>	<b>Demonstrate knowledge of legislation applicable to contact centres</b>	<b>3</b>	<b>3</b>	<b>New</b>