Field   Service Sector

Review of *Contact Centres* unit standards

Subfield	Domain	ID
Contact Centres	Contact Centre Management	17382, 25305, 25306
	Contact Centre Operations	16774-16779-16781, 16784, 26848

The Skills Organisation has completed the review of the unit standards listed above.

Date new versions published   **April 2014**

Planned review date   **December 2018**

Summary

This review deals with *Contact Centres* unit standards that may be used to assess learning outcomes for the New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303] and the New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304]. These qualifications have been developed as part of the mandatory review of qualifications in the contact centres cluster. The review of unit standards involved consultation with a group of industry stakeholders.

Five new unit standards resulted from the review of standards:
- three new unit standards were created
- following substantial changes, three standards were reviewed and replaced by two new unit standards (review category C).

The new standards address skill gaps in the existing set of unit standards and will ensure the new *Contact Centres* qualifications are achievable through unit standards.

Credit values for three unit standards were updated to more accurately reflect the time required to achieve the outcomes and related evidence requirements.

The level of one unit standard was amended back to level two based on the learning expectations.

The majority of the *Contact Centre Management* unit standards were not reviewed at this time. The Contact Centre Sector Review of qualifications concluded that the team leader, and management skills and knowledge, are generic to the roles and not to the Contact Centre context and should align to generic business qualifications. Once the review of Business qualifications is complete, a review of the remaining *Contact Centre Management* unit standards will be undertaken.

Main changes

- Contact centres unit standards were updated to meet current industry requirements.
- Credit values of standards 16774, 16775 and 16779 were increased.
- Level of standard 16774 was reduced from Level 3 to Level 2.
- New Contact Centre standards 28269, 28270 and 28271 were developed to address

skill gaps in the suite of standards.
- Standard 16776 and standard 16784 were designated as expiring and replaced by standard 28268.
- Standard 17382 was designated as expiring and replaced by standard 28272.
- The title of standard 16777 was updated to better reflect the outcomes of the standard.
- The evidence requirements were reworded from passive language to active language.

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Standard	16784	3	Standard	28268	3
Standard	16776	3	Standard	28268	3
Standard	17382	4	Standard	28272	4

Impact on Consent and Moderation Requirements (CMR)

The CMRs that cover industries within The Skills Organisations mandate have been reviewed and rationalised. The reviewed *Contact Centre* unit standards were moved from CMR 0003 to CMR 0121.

Category C and D unit standards will expire at the end of December 2017.

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 The Skills Organisation qualifications are impacted by the outcome of this review of the unit standards. The qualifications affected have been reviewed and will be expired in 2017. The standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID
0643	National Certificate in Contact Centre Operations (Level 3)	**16774, 16775, 16776, 16779, 16784**
0739	National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader)	**17382, 16784**

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

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
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
C	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 **2**	3 **6**	B
16775	Explain and use contact centre equipment and systems	3	3 **5**	B
16776	Communicate with contact centre customers	3	3	C
16784	Receive and resolve customer complaints in a contact centre	3	3	C
28268	**Communicate with contact centre customers to meet their needs**	**3**	**8**	
16777	Organise, access and evaluate information to meet customer requirements in a contact centre **Organise and access 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 **3**	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
26848	Demonstrate knowledge of legislation applicable to contact centres	3	3	B

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit	Review Category
17382	Demonstrate knowledge of the use of contact centre technology in managing performance	4	5	C
28272	**Demonstrate knowledge of the use of contact centre statistics and technology in achieving contact centre metrics**	**4**	**4**	
25305	Explain quality monitoring in a contact centre	4	3	B
25306	Monitor quality of interactions in a contact centre	4	4	B
28269	**Manage complex interactions in a contact centre**	**4**	**5**	**New**

ID	Title	Level	Credit	Review Category
28270	**Develop, apply and maintain knowledge of products and/or services offered by a contact centre**	**4**	**5**	**New**
28271	**Demonstrate knowledge of workforce management within a contact centre**	**4**	**4**	**New**