

**Field      Service Sector**

**Review of *Contact Centres* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Contact Centres	Contact Centre Management	16785, 19441, 19442, 19443, 25305, 25306, 28269, 28270, 28271, 28272
	Contact Centre Operations	16774, 16775, 16777-16781, 26848, 28268

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

**Date new versions published**

**September 2018**

**Planned review date**

**December 2023**

**Summary**

Skills have completed the unit standard review for the *Contact Centres* subfield in response to the units' planned review date and the listing of the new versions of the New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303] and the New Zealand Certificate in Contact Centres (Level 4) [Ref:2304].

The unit standards were reviewed to ensure they are fit for purpose, relevant to the Contact Centre industry, and readily available for assessment. Industry representatives were involved in the review, writing of unit standards, and providing feedback from their own networks.

**Main changes**

- Nine unit standards were designated expiring and replaced by five unit standards.
- Two completely new unit standards were developed to address identified gaps.
- Two unit standards were designated expiring without replacement.
- Credit values of unit standards have been adjusted to reflect industry requirements and suitable learning, practice, and assessment requirements.

**Category C and D unit standards will expire at the end of December 2021**

**The last date for assessment of superseded versions of Category B unit standards is December 2021**

## Impact on existing consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Subfield	Contact Centres	3	Standard	31383	4
Domain	Contact Centre Operations	3	Standard	31383	4
Standard	16774	2	Standard	31382	3
Standard	16779	3	Standard	31377	3
Standard	16780	3	Standard	31377	3
Standard	16781	3	Standard	31377	3
Standard	25305	4	Standard	31379	4
Standard	25306	4	Standard	31379	4
Standard	26848	3	Standard	31383	4
Standard	28272	4	Standard	31380	4

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

All changes are in **bold**.

Key to review category	
<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 &gt; Contact Centres &gt; Contact Centre Management

ID	Title	Level	Credit	Review Category
16785	Plan and allocate work to individuals in a contact centre	4	6	B
19441	Prepare business plan and budget for a contact centre	6	10	D
19442	Demonstrate knowledge of workflow management in a contact centre	5	8	C
28272	Demonstrate knowledge of the use of contact centre statistics and technology in achieving contact centre metrics	4	4	C
<b>31380</b>	<b>Support day-to-day operations and resolve interruptions within a contact centre</b>	<b>4</b>	<b>6</b>	
19443	Demonstrate knowledge of technology developments relevant to contact centres	5	6	D
25305	Explain quality monitoring in a contact centre	4	3	C
25306	Monitor quality of customer interactions in a contact centre	4	4	C
<b>31379</b>	<b>Demonstrate and apply knowledge of quality monitoring in a contact centre</b>	<b>4</b>	<b>4</b>	
28269	Manage complex interactions in a contact centre	4	5	B
28270	Develop, apply and maintain knowledge of products and/or services offered by a contact centre	4	5	B

ID	Title	Level	Credit	Review Category
28271	Demonstrate knowledge of workforce management within a contact centre	4	5	B

## Service Sector &gt; Contact Centres &gt; Contact Centre Operations

ID	Title	Level	Credit	Review Category
16774	Follow occupational safety and health principles in a contact centre	2	6	C
<b>31382</b>	<b>Demonstrate knowledge of health and safety requirements in a contact centre environment</b>	<b>3</b>	<b>5</b>	
16775	Explain and use contact centre equipment and systems <b>Demonstrate and apply knowledge of contact centre technology and systems</b>	3	5	B
16777	Organise and access information to meet customer requirements in a contact centre <b>Locate, organise, and utilise information to meet customer requirements in a contact centre</b>	3	3 5	B
16778	Establish and maintain effective working relationships in a contact centre <b>Establish and maintain effective working relationships in a contact centre and wider organisation</b>	3	4 5	B
16779	Assist customers with account enquiries in a contact centre	3	3	C
16780	Respond to in-bound interactions relating to campaigns in a contact centre	3	3	C
16781	Conduct out-bound campaigns from a contact centre	3	2	C
<b>31377</b>	<b>Demonstrate knowledge of positive interaction skills and a quality framework within a contact centre</b>	<b>3</b>	<b>5</b>	
26848	Demonstrate knowledge of legislation applicable to contact centres	3	3	C
<b>31383</b>	<b>Demonstrate and apply knowledge of legislation applicable to contact centres</b>	<b>4</b>	<b>5</b>	
28268	Communicate with contact centre customers to meet their needs <b>Communicate with contact centre customers and resolve enquiries</b>	3	8 15	B
<b>31378</b>	<b>Demonstrate knowledge of how a contact centre customer service agent role fits within an organisation</b>	<b>3</b>	<b>5</b>	<b>New</b>
<b>31381</b>	<b>Demonstrate knowledge of emotional and mental well-being to manage self in a contact centre environment</b>	<b>3</b>	<b>10</b>	<b>New</b>