

Field Service Sector

Registration of *Contact Centre Operations* skill standards and review of *Contact Centres* unit standards

Subfield	Domain	ID
Contact Centres	Contact Centre Management	16785, 28269, 28270, 28271, 31379, 31380
	Contact Centre Operations	16775, 16777, 16778, 28268, 31377, 31378, 31382, 31383

Ringa Hora Services Workforce Development Council (WDC) has completed the review of the unit standards listed above.

Date new versions published

May 2024

Planned review date

December 2029

Summary

Ringa Hora Services Workforce Development Council has reviewed the unit standards listed above. These unit standards were originally developed to meet the graduate profile outcomes (GPOs) in the New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303-2]. As part of the rollout of skill standards, the review panel agreed to create a new suite of skill standards to support programmes leading towards [Ref: 2303-3] onwards.

Development and consultation occurred from June to December 2023 with the involvement of subject matter experts from New Zealand's contact centre sector, industry associations, and training providers. This process was carried out by email and through face-to-face and online meetings to co-create new contact centre skill standards and consider feedback to ensure the new skill standards would be fit for purpose. Changes were made to the skill standards from feedback and confirmed by the subject matter experts.

All but one of the existing contact centre unit standards are proposed to expire without replacement. Unit standard 31383 has been maintained as it is used in programmes towards the New Zealand Certificate in Emergency Communications Centres (Level 3) with optional strand in Dispatch [Ref: 3020-2], which is scheduled to be reviewed in September 2025. Maintaining this standard will enable learners to complete programmes towards this qualification.

Main changes

- 13 unit standards were set to expire with a last date of assessment of 31 December 2026.
- Unit standard 31383 was rolled over with no changes.
- Four new skill standards were developed that are aligned with the GPOs of qualification Ref: 2303.

Category D unit standards will expire at the end of December 2026

Detailed list of 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 Management

ID	Title	Level	Credit	Review Category
16785	Plan and allocate work to individuals in a contact centre	4	6	D
28269	Manage complex interactions in a contact centre	4	5	D
28270	Develop, apply and maintain knowledge of products and/or services offered by a contact centre	4	5	D
28271	Demonstrate knowledge of workforce management within a contact centre	4	5	D
31379	Demonstrate and apply knowledge of quality monitoring in a contact centre	4	4	D
31380	Support day-to-day operations and resolve interruptions within a contact centre	4	6	D

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit	Review Category
16775	Demonstrate and apply knowledge of contact centre technology and systems	3	5	D
16777	Locate, organise, and utilise information to meet customer requirements in a contact centre	3	5	D
16778	Establish and maintain effective working relationships in a contact centre and wider organisation	3	5	D
28268	Communicate with contact centre customers and resolve enquiries	3	15	D
31377	Demonstrate knowledge of positive interaction skills and a quality framework within a contact centre	3	5	D
31378	Demonstrate knowledge of how a contact centre customer service agent role fits within an organisation	3	5	D
31382	Demonstrate knowledge of health and safety requirements in a contact centre work environment	3	5	D
40049	Use contact centre systems to support and resolve customer interactions	3	10	NEW
40050	Use business systems and contact centre technology to meet contact centre and organisational objectives	3	15	NEW
40051	Explain contact centre health and safety, policies and relevant legislation	3	5	NEW
40052	Provide solutions to contact centre customers	3	15	NEW