

Title	Establish and maintain effective working relationships in a contact centre and wider organisation		
Level	3	Credits	5

Purpose	<p>This unit standard is for any member of staff who is working with colleagues in a contact centre.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> - demonstrate knowledge of barriers, consequences and diversity of working relationships in a contact centre and wider organisation; - work effectively with colleagues in a contact centre; and - establish and maintain the trust and support of management in a contact centre.
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Classification	Contact Centres > Contact Centre Operations
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Available grade	Achieved
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Guidance Information

- 1 Assessment against this unit standard must be based on evidence from a real or simulated workplace situation, provided the simulation reflects industry requirements and requires performance that replicates a real working environment. Assessment should only occur following a period of practical experience.
- 2 References
Employment Relations Act 2000;
Health and Safety at Work Act 2015;
Human Rights Act 1993;
ISO 18295-1:2017 Customer contact centres – Part 1: Requirements for customer contact centres;
ISO 18295-2:2017 Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres;
New Zealand Bill of Rights Act 1990;
Privacy Act 1993;
or any subsequent amendments and replacements.

3 Definitions

Contact centre – an organisational unit of any size that acts as a focal point for communication between organisations and customers using live voice telephony and/or information technology to meet service purposes. Contact centres may also be referred to as call centres. Contact centres exist across a wide range of industries, for example banking, insurance, telecommunications, computer companies, retailers and suppliers of services, local government, government agencies, travel industry, market research companies, and charity organisations.

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 they are those of a real workplace that reflect the policies and procedures of the workplace rather than those of the training provider.

CSA – Customer Service Agent. Also known as customer service representatives, customer care consultant, customer service operator, or call centre operator.

Diversity – refers to age, gender, diversity within races, sexual orientation, special needs, religion, and culture.

KPIs – Key Performance Indicators.

Management – the employee who is directly in charge of the work at the place where it is performed; this could include – manager, superintendent, team leader or authorisation holder, division or department head.

Personality types – the psychological classification of different types of individuals.

4 Range

All activities and evidence presented for outcomes and performance criteria in this unit standard must be in accordance with contact centre policies and procedures.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of barriers, consequences and diversity of working relationships in a contact centre and wider organisation.

Performance criteria

- 1.1 Describe barriers that can influence working relationships and solutions to these barriers within a contact centre and/or the wider organisation.

Range barriers may include but are not limited to – leadership styles of senior individuals, personality types, staff rosters, conditions of employment, misinterpretation of messages; evidence of three is required.

- 1.2 Explain consequences of ineffective working relationships within a contact centre and/or the wider organisation.

Range evidence of two consequences is required.

- 1.3 Explain diversity and how it can influence the working environment and building of working relationships within a contact centre and the wider organisation.

Outcome 2

Work effectively with colleagues in a contact centre.

Performance criteria

- 2.1 Establish and maintain effective working relationships with colleagues in a contact centre.

Range open, honest, friendly, co-operative, reliable, punctual, team player, supportive.

- 2.2 Exchange information and opinions with peers and colleagues, and deal respectfully with any difference of opinion.

- 2.3 Communications are clear, accurate and complete.

Range respectful; personal and organisational values considered; diplomatic.

- 2.4 Listen to and consider views of others.

Range paraphrase, summarise, use body language.

Outcome 3

Establish and maintain the trust and support of management in a contact centre.

Performance criteria

- 3.1 Inform and/or update management about activities, progress, results, achievements and performance.

Range performance may include but is not limited to – product, service, personal, personnel, workplace environment, process, KPIs.

- 3.2 Obtain policy and procedural information from management as required to maintain the agreed levels of performance.

Range standards of performance, rules and regulations, instructions, work orders, code of conduct.

- 3.3 Resolve disagreements and/or provide feedback in the workplace with minimal disruption to the relationship.

Range CSA-CSA, CSA-manager.

- 3.4 Follow and maintain agreed communication procedures.

Range internal and/or external customer, written, verbal, electronic.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 July 1999	31 December 2011
Review	2	25 February 2000	31 December 2011
Revision	3	3 April 2001	31 December 2011
Review	4	26 July 2005	31 December 2012
Review	5	9 December 2010	31 December 2017
Review	6	17 April 2014	31 December 2021
Review	7	27 September 2018	31 December 2026
Review	8	30 May 2024	31 December 2026

Consent and Moderation Requirements (CMR) reference

0003

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.