

Title	Demonstrate and apply knowledge of legislation applicable to contact centres		
Level	4	Credits	5

Purpose	<p>This unit standard is for contact centre Customer Service Agents (CSAs), and covers legislation applicable to their work environment.</p> <p>People credited with this unit standard are able to demonstrate and apply knowledge of legislation applicable to contact centres.</p>
----------------	---

Classification	Contact Centres > Contact Centre Operations
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

- 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.
- References

Anti-Money Laundering and Countering Financing of Terrorism Amendment Act 2017 (2017 No 35);

Companies Act 1993;

Consumer Guarantees Act 1993;

Credit Contracts and Consumer Finance Act 2003;

Contract and Commercial Law Act 2017 (2017 No 5);

Employment Relations Act 2000;

Fair Trading Act 1986;

Fair Trading Amendment Act 2013 (2013 No 143);

Financial Services Amendment Act 2019 (2019 No 8);

Fire and Emergency New Zealand Act 2017 (2017 No 17);

Harmful Digital Communications Act 2015;

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*;

Local Government Official Information and Meetings Act 1987;

Official Information Act 1982;

Privacy Act 2020;

Private Security Personnel and Private Investigators Act 2010;
Public Records Act 2005;
Residential Tenancies Act 1986;
Resource Management Act 1991;
Public Service Act 2020 (2020 No 40);
Telecommunications Act 2001;
Treaty of Waitangi Act 1975;
Unsolicited Electronic Messages Act 2007;
and all subsequent amendments and replacements.

- 3 Some of the New Zealand Acts, Bills, and Regulations can be accessed at <http://www.legislation.govt.nz>.

4 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.

5 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 and apply knowledge of legislation applicable to contact centres.

Performance criteria

- 1.1 Describe legislation in terms of its relevancy to the contact centre industry.

Range Employment Relations Act 2000, Human Rights Act 1993, Privacy Act 2020, Harmful Digital Communications Act 2015; may include but is not limited to – Consumer Guarantees Act 1993, Fair Trading Act 1986.

- 1.2 Identify legislation that is applicable to own contact centre, not covered by performance criterion 1.1, and describe policies and procedures that ensure legislative compliance.

- 1.3 Describe implications and/or possible consequences of not complying with specific legislation in own contact centre.
- Range three Acts.
- 1.4 Apply described legislation, covered in performance criterion 1.3, to own role within a contact centre.
- 1.5 Identify and apply a contact centre process or procedure to identify and mitigate non-compliance within a contact centre workplace.

Replacement information	This unit standard replaced unit standard 26848.
--------------------------------	--

Planned review date	31 December 2029
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 September 2018	N/A
Revision	2	24 March 2022	N/A
Rollover	3	30 May 2024	N/A

Consent and Moderation Requirements (CMR) reference	0003
--	------

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

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.