skills.

New Zealand Certificate in Contact Centres (Level 3)

This programme teaches learners the core skills needed to work effectively in a contact centre. They'll learn techniques for listening, customer focus, technical skills and how to gather information.

Graduates will have improved the skills and capabilities that will boost productivity and improve relationships with clients.

Typical Training Duration
10 - 12 months

Key Learning Outcomes
Graduates of this qualification will be able to:

- Utilise business systems and contact centre technology to communicate in a contact centre.

- Utilise databases and information records to meet contact centre objectives.

- Follow appropriate work practices to ensure safety within a contact centre environment.

- Apply knowledge relevant to a product/service/industry.

Programme Credits
65

skills.

Qualification details

Title	New Zealand Certificate in Contact Centres (Level 3)		
Version	1	**Type**	Certificate
Level	3	**Credits**	65
NZSCED	080599	Management and Commerce > Sales and Marketing > Sales and Marketing not elsewhere classified	
DAS classification	1956	Service Sector > Contact Centres > Contact Centre Operations	
Qualification developer		The Skills Organisation	
Next review		December 2018 Any person or organisation may contribute to the review of this qualification by sending feedback to the qualification developer at reviewcomments@skills.org.nz.	
Approval date		20 March 2014	
Strategic purpose statement		The purpose of this qualification is to provide the contact centre industry with individuals with knowledge and skills needed to interact in contact centres. Graduates of this qualification will benefit from holding a credential that will improve job prospects and increase knowledge and skills applicable within contact centres. Communities will benefit from having qualified people with relevant contact centre skills that can process customer enquiries efficiently and effectively. Organisations that contract contact centres will benefit from having contact centres with qualified people able to process customer enquiries efficiently and effectively. Graduates will be capable of working within organisational parameters with limited supervision.	
Outcome Statement	**Graduate profile**	Graduates of this qualification will be able to: – Utilise business systems and contact centre technology to communicate in a contact centre. – Utilise databases and information records to meet contact centre objectives. – Follow appropriate work practices to ensure safety within a contact centre environment. – Apply knowledge relevant to a product/service/industry.	

	Education pathway	On completion of this qualification graduates may progress to the New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304].
		Individuals intending to move into a team leader role are recommended to progress to a business qualification in first line management.
	Employment pathway	Graduates will be equipped with the skills and knowledge required to work in contact centres at entry level. Example job roles include customer service representative or adviser, communicator, and telesales agent.
		Individuals wishing to work within the emergency response sector will need to undertake the New Zealand qualifications in emergency response.

Qualification specifications

Qualification award	The candidate shall be awarded the qualification by the accredited Tertiary Education Organisation (TEO) where the programme has been completed.
	The formal document certifying the award of this qualification includes the full qualification title, the date of award, and the logos of The Skills Organisation, the accredited TEO, and the NZQF.
	As the qualification developer, The Skills Organisation will maintain a list of graduates of this qualification. The TEO will annually report the names of all graduates awarded the qualification to The Skills Organisation.
Evidence requirements for assuring consistency	All TEOs offering this qualification (either arranging training or delivering programmes) must participate in the Consistency Review.
	TEOs are to seek feedback from the contact centre industry regarding their graduates meeting the qualification graduate profile outcomes. Evidence may come from: – Regular monitoring of trainee progression within either the TEO or the workplace including liaising with employers, teaching staff, training supervisors, and industry managers about the value of the training, graduates, and qualification, to the business. – Feedback from major employers, employers' associations, and relevant industry bodies to ensure their members involved in the contact centre industry are satisfied with the qualification graduates. – Regular cross-industry meetings (Industry Advisory Groups) where the changing training needs of the industry can be discussed in light of technology changes, workplace practices, and graduate capabilities.

	– Surveys of graduates and employers to determine if the graduates are appropriate for the workplace. – Providing an alignment of programme outcomes or unit standards against the qualification outcomes. Guidelines for managing consistency are available and should be referred to on the NZQA website.
Credit transfer and recognition of prior learning arrangements	TEOs delivering programmes that lead to the award of this qualification may transfer credit and recognise prior learning in accordance with their own credit recognition policies and procedures. These policies, procedures, and information about associated fees, must be available to the applicant prior to enrolment. To facilitate credit transfer, education organisations must clearly demonstrate the equivalency or comparability between each of the outcomes in the graduate profile, and the assessment components of their programmes. Credit transfer will be automatic where standards on the Directory of Assessment Standards are used for assessment within programmes of study or training leading to this qualification.
Minimum standard of achievement and standards for grade endorsements	The minimum standard of achievement required for the award of the qualification will be the achievement of all graduate outcomes in the graduate profile through successful completion of an approved programme. There are no grade endorsements for this qualification.
Entry requirements (including prerequisites to meet regulatory body or legislative requirements)	Must have basic literacy and numeracy competency.

Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	None.
Conditions for programme context	TEOs arranging training or delivering programmes towards this qualification must ensure that the training arranged and programmes of learning delivered, are kept up-to-date with regard to amendments to, and replacements of relevant legislation, regulations and Australia/New Zealand Standards (AS/NZS). Current standards can be accessed at http://standards.co.nz. Current legislation and regulations can be accessed at http://legislation.govt.nz.

Other conditions	Qualification outcomes are to be met:
	– in accordance with organisational requirements; and
	– utilising relevant professional and organisational skills.
	Assessment must follow a period of practical work experience in an actual or simulated contact centre work place environment.
	Organisational requirements – those policies, procedures, and/or guidelines of a real workplace or, in the case of assessment being undertaken in a simulated workplace environment, they must reflect policies and procedures of the simulated workplace rather than those of the training provider.
	Customer – both internal and external customer and/or client.
	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 including banking, insurance, telecommunications, computer companies, retailers and suppliers of services, local government, government agencies, travel industry, market research companies, and charity organisations.
	Contact centre technology – includes hardware and software utilised in a contact centre. For example client/server architecture, email management, telephony, call distribution and queuing, headset, computer, adapter leads, New Zealand Relay wrap-up codes/activity codes.
	Business systems – are methodical procedures or processes that assist in the effective running of a contact centre.
	For detailed information on the conditions below and any recommended unit standards visit http://www.skills.org.nz/resources-for-training-providers/.

Specific conditions relating to the Graduate Profile

Qualification outcomes		Conditions	Mandatory or Optional
1	Utilise business systems and contact centre technology to communicate in a contact centre. Level 3 Credit 27	Programme and assessment will include: – customer service process and techniques – escalations – evaluating and summarising information – basic business writing skills – business systems and contact centre technology – contact centre terminology	

			– performance indicators (e.g. key performance indicators) – dealing with constructive feedback.	
2	Utilise databases and information records to meet contact centre objectives. Level 3 Credit 15	Programme and assessment will include: – information: sourcing and access, security principles, organisation, analysis, interpretation, summaries, application – database records.	
3	Follow appropriate work practices to ensure safety within a contact centre environment. Level 2 Credit 6	Programme and assessment will include: – health and safety principles: hazard identification, Occupational Health and Safety guidelines, Occupational Overuse Syndrome (OOS), workstation maintenance, emergency procedures, hazard register; incident and accident reporting – key personnel responsibilities in an incident/accident/ emergency – stress management.	
4	Apply knowledge relevant to a product/service/industry. Level 3 Credit 17	Programme and assessment will include: – legislation compliance requirements – knowledge of products/services/industries relevant to the context.	

Transition information

Replacement information	This qualification will replace the: – Certificate in Call Centre Operations [Ref: MA4161] developed by the Universal College of Learning; – Certificate in Call Centre Operations [Ref: ST4915] developed by the Southern Institute of Technology; – NZMA Certificate in Contact Centre and Employment Skills Level 3 [Ref: PC9450] developed by New Zealand Management Academies; – Certificate in Office Administration and Computing (Contact Centre) (Level 3) [Ref: PR4904] developed by Whitireia Polytechnic; – National Certificate in Contact Centre Operations (Level 3) [Ref: 0643] developed by The Skills Organisation; and – MIT Certificate in Contact Centre Operations (Level 3) [Ref: MN4401] developed by Manukau Institute of Technology.

The last date for entry into programmes leading to the replaced national qualification is 31 December 2015.

The last date for assessment against the replaced national qualification is 31 December 2017 when the qualification will be discontinued. From that date no results can be reported against the qualification.

It is recommended that candidates currently enrolled in programmes leading to the replaced qualifications and unable to complete by 31 December 2017 transfer their existing achievement to this qualification.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation.

Republication Information

Version 1 of this qualification was republished June 2015 to update the Evidence requirements for managing consistency.