

## New Zealand Certificate in Contact Centres Level 3 v2 [Ref: 2303]

Below lists a suite of unit standards that may be used in programmes of study or industry training leading to the award of [Ref: 2303] v2. Full qualification details can be found on NZQA [here](#). Please contact the Skills Organisation at [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) for information about *Letters of Support*.

Outcome	Assessment standards
<p>1 Deliver positive customer interactions through the use of effective communication skills and system navigation for the benefit of the customer and organisation. Credits 20</p>	<p>16778 Establish and maintain effective working relationships in a contact centre and wider organisation Level 3, credits 5</p> <p>*28268 Communicate with contact centre customers and resolve enquiries Level 3, credits 15</p> <p>31377 Demonstrate knowledge of positive interactions and quality frameworks in a contact centre Level 3, credits 5</p>
<p>2 Utilise business systems and contact centre technology effectively to meet organisational, contact centre and individual's objectives. Credits 15</p>	<p>16775 Demonstrate and apply knowledge of contact centre technology and systems Level 3, credits 5</p> <p>16777 Locate, organise, and utilise information to meet customer requirements in a contact centre Level 3, credits 5</p> <p>31378 Demonstrate knowledge of how a contact centre customer service agent role fits within an organisation Level 3, credits 5</p>
<p>3 Self-manage emotional and mental well-being, positive attitude and behaviour, to work effectively within a workplace environment. Credits 10</p>	<p>31381 Demonstrate knowledge of emotional and mental well-being to manage self within a contact centre environment Level 3, credits 10</p>
<p>4 Adhere to workplace health and safety, organisational policies and relevant legislation within a contact centre environment. Credits 5</p>	<p>31382 Demonstrate knowledge of health and safety requirements in a contact centre work environment Level 3, credits 5</p>
<p>5 Provide tailored customer solutions by applying knowledge relevant to a product/service/industry. Credits 15</p>	<p>28270 Develop, apply and maintain knowledge of products and/or services offered by a contact centre Level 4, credits 5</p> <p>31383 Demonstrate and apply knowledge of legislation applicable to contact centres Level 4, credits 5</p> <p>*credit for unit standard 28268 also contributes to meeting the requirements of this graduate outcome.</p>

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The following has been embedded in the qualification and Skills specific unit standards. The below was developed during the 2017 Contact Centre qualification review.

## OUTCOME: CSRS WILL HAVE TECHNICAL AND SOFT SKILLS TO PROCESS AND RESPOND TO BUSINESS AS USUAL ENQUIRIES, HAVE KNOWLEDGE OF AND PROCESS COMPLEX CUSTOMER ENQUIRIES

### Expected knowledge and skills

- Know the foundation processes for a contact centre
- Interpersonal skills
- Multicultural awareness
- Listening and comprehension skills to interpret, respond, solve, and record customer enquiries in a timely manner
- Self-management in terms of mental and emotional well-being
- Consistent service, performance management, KPIs
- Have soft skills to match the service being delivered, so customers are verbally and emotionally satisfied
- Flexibility to meet the various changes in the industry and consumer expectations
- Critical thinking skills, problem solving capabilities, and creative thinking
- Positive mind-set
- Relationship building – being collaborative within team, with other business units, connecting with the customer
- Knowledgeable about legislation for sector and in geographic location
- Aware of how to deal with and manage stress and conflict
- Literacy skills, decoding and encoding communication skills
- Understand role and its purpose, and how the role fits in the organisation work together

### discussed employment pathway...

- New CSRs should be able to demonstrate these skills within a 9–12-months timeframe.
- CSRs should have the skills and knowledge to become specialised Senior CSRs and 2ICs
- The skills of a CSR should be transferable either internally (organisation) or externally (to other sectors) to enter different career pathways.

### ...discussed education pathway

- New Zealand Certificate in Business (Administration and Technology) (Level 3) [Ref: 2452];
  - New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304];
- New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461].
- New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453];
- New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456].