

New Zealand Certificate in Contact Centres Level 4 v2 [Ref: 2304]

Below lists a suite of unit standards that may be used in programmes of study or industry training leading to the award of [Ref: 2304] v2. Full qualification details can be found on NZQA [here](#). Please contact the Skills Organisation at reviewcomments@skills.org.nz for information about *Letters of Support*.

Outcome	Assessment standards
1. Deliver and advocate positive customer interactions using advanced communication and problem-solving skills, specialised knowledge, and organisational collaboration. Credits 25	28268 Communicate with contact centre customers and resolve enquiries Level 3, credits 15 28269 Manage complex interactions in a contact centre Level 4, credits 5 28270 Develop, apply and maintain knowledge of products and/or services offered by a contact centre Level 4, credits 5
2. Interpret contact centre information to support day-to-day operations and make decisions that meet organisational objectives. Credits 10	31379 Demonstrate and apply knowledge of quality monitoring within a contact centre Level 4, credits 4 31380 Support day-to-day operations and resolve interruptions within a contact centre Level 4, credits 6
3. Practice, promote and support health, safety, and well-being practices/initiatives in the workplace. Credits 8	31382 Demonstrate knowledge of health and safety requirements in a contact centre work environment Level 3, credits 5 15189 Implement a health and safety plan for a workplace Level 4, credits 5
4. Apply understanding of organisational policies and relevant legislation to support compliance within the workplace environment. Credits 5	31383 Demonstrate and apply knowledge of legislation applicable to contact centres Level 4, Credits 5
5. Effectively coach, mentor, and role-model organisational values, cultures, and behaviours in a diverse workplace. Credits 12	Elective set: must complete a minimum of 12 credits from the list below 7114 Coach adult learners Level 4, credits 8 9704 Manage interpersonal conflict Level 4, credits 4 18337 Determine and co-ordinate training and/or development for a team Level 4, credits 5 25451 Provide mentoring in an organisation Level 5, credits 5

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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: SENIOR CSRS AND 2ICS WILL BE ABLE TO RESOLVE COMPLEX ISSUES, COACH, MENTOR, AND SUPPORT CSRS, BE AN ADVOCATE OF THE CUSTOMER WITH A LEADERSHIP MINDSET

Expected knowledge and skills

- Have soft skills to match the service being delivered, so customers are verbally and emotionally satisfied
- Positive mind-set
- Analyse and present research (process improvement)
- Listening and comprehension skills to interpret, respond, solve, and record customer enquiries in a timely manner
- Knowledge about cultural management in the centre/customers?
- Self-management in terms of mental and emotional well-being, identify behaviours of others within the team
- Strategic-thinking skills and training capabilities, seeing opportunities to benefit the centre
- Understanding of workforce management
- Flexibility to meet the various changes in the industry and consumer expectations
- Subject matter expert
- Relationship building – being collaborative in team, with other business units, connecting with the customer – coaching and mentoring awareness
- Modelling behaviours, organisation values, and skills that are needed
- Understand how the role and purpose of the organisation work together
- Awareness of emerging technologies and confidence in using it
- Knowledgeable about legislation for sector and in geographic location
- Literacy skills, people skills, presentation skills
- Being a voice of the customer and business (win-win solutions)
- Manage stress and conflict, and resolution
- Critical thinking skills, problem solving capabilities and decision making, and creative thinking
- Leadership skills in terms of championing CSRs
- Consistent service, performance management, KPIs

discussed employment pathway...

- Senior CSR and 2IC – 12 months to 2 years. Senior CSRs and 2ICs should have the skills and knowledge to enter a trainer, quality management, leadership, technical leadership, technical SME/expert, or workforce management pathways.
- The skills of a Senior CSRs and 2IC 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 4) [Ref: 2461]
- New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456]
 - New Zealand Diploma in Business (Level 5) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Marketing and Sales, and Project Management [Ref: 2459]