

## **CC-GPO5 Provide customised solutions to contact centre customers**

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	15
<b>Whāinga   Purpose</b>	<p>This skill standard is for people who want to learn how to provide custom solutions to customers. It is for contact centre agents, representatives, or individuals in training toward these roles.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Contact Centre (Level 3) [2303].</p>

### **Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria**

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Apply customised product, service, or industry knowledge during customer interactions.	a. Identify and use product, service, or industry information relevant to customer interactions.
	b. Utilise problem solving skills and techniques to assist communicating customised solutions during customer interactions.
	c. Utilise conflict resolution techniques to assist communicating customised solutions to customer interactions.
	d. Communicate product, service or industry information relevant to customer interactions.
2. Explain how to maintain knowledge on current products, services, and/or industry information	a. Explain processes or resources that can assist in keeping own knowledge up to date to support customer interactions.
3. Recognise and communicate relevant legislation that assist customer interactions	a. Identify relevant legislation to assist customer interactions
	b. Communicate any implications and/or possible consequences of non-compliance with relevant legislation

### **Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria**

*Assessment specifications:*

Assessment against this skill 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. Workplace environments should consider hybrid role and remote-workplace environments.

All activities and evidence presented in this skill standard must be in accordance with contact centre policies and procedures.

*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 replicates a real workplace rather than those of the training provider.

Legislation that must be assessed:

- Employment Relations Act 2000
- Human Rights Act 1993, Privacy Act 2020
- Harmful Digital Communications Act 2015

Additional legislation that may be assessed may include but is not limited to:

- Consumer Guarantees Act 1993
- Fair Trading Act 1986.

Evidence of providing customised solutions during four different customer interactions must be provided.

### ***Ngā momo whiwhinga | Grades available***

Achieved

### ***Ihirangi waitohu | Indicative content***

The principles of kaitiakitanga, manaakitanga, whanaungatanga and kotahitanga are under the rangatiratanga of mana whenua and must underpin all learning in this skill standard. Refer to Skill standard design principles in the Guidelines for approval and listing of skill standards Interim draft on NZQA:

- Rangatiratanga: Empowerment – Leadership of self and others
- Manaakitanga: Collaboration – Support and service to others
- Whanaungatanga: Belonging – Relationships are valued
- Kaitiakitanga: Stewardship – Care and responsibility for all learning
- Pūkengatanga: Skills – Skills, knowledge, and abilities
- Te reo Māori and reo tangata: Expression – Diversity in language and culture within learning is valued.

Customer interactions:

- Complex customer enquiries – enquiries relating to products and/or services that cannot be resolved at first point of contact, usually requiring more than one step or another team member to resolve. Could also have multiple elements to the enquiry.
- Business as usual enquiries – general enquiries relating to products and/or services that can be resolved at first point of contact.
- Customer complaints – expressions of dissatisfaction or frustration from customers about a product or service. Can include de-escalation of customer enquiry.

End-to-end journey of customer interaction:

- greeting of customer
- opening question
- following any security or privacy protocol
- accessing different systems and platforms
- providing different solutions, follow up subsequent actions, close customer interaction.

Diversity in customers:

Adds complexity to different customer interactions and refer to customers who may be:

- angry
- sad
- confused
- stressed
- bi-lingual or multi-lingual speakers
- neurodiverse.

Product and/or service specifications:

- product use
- after-sales service
- price
- legal requirements
- frequency of service.

Processes or resources to assist professional development:

- database systems
- Seminars
- induction programs
- training programs.

Support and non-facing roles within contact centre:

Roles within a contact centre that don't necessarily engage with customers.

## **Rauemi | Resources**

Relevant resources may include but are not limited to:

- Anti-Money Laundering and Countering Financing of Terrorism (Exemptions) Amendment Regulations 2023;
- Companies Act 1993;
- Consumer Guarantees Act 1993;
- Credit Contracts and Consumer Finance Act 2003;
- Contract and Commercial Law Act 2017
- 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;
- 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.

Contact centre policies and procedures.

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector > Contact Centres > Contact Centre Operations
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0003

<b>Hātepe  </b> Process	<b>Putanga  </b> Version	<b>Rā whakaputa  </b> Review Date	<b>Rā whakamutunga mō te aromatawai  </b> Last date for assessment
<b>Rēhitatanga  </b> Registration	1	[dd mm yyyy]	N/A
<b>Rā arotake  </b> Planned review date	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.