

(Add industry or sector-specific requirements that apply only to standards in specific domains)

Āpitihanga | Appendix 4 Contact Centres

Applicant organisations must meet the common requirements of each criterion detailed in the CMR and these specific requirements for standards in the following specific domains, and continue to meet them to maintain their consent or accreditation.

The domains specified within the following paragraphs have the specific requirements set out below those domains.

a. Particular skills and knowledge of teachers and assessors

Domain:

Specific requirements:

(State any requirements for skills, knowledge, credentials, experience, and professional development of teaching and assessment staff.)

b. Special resources required for assessing against the standards

Domain: Contact Centres

Specific requirements:

(State any resources required for assessment.)

The applicant organisation must provide evidence that it either possesses or has access to adequate resources for training and assessment where industry-specific equipment or facilities are required.

For the purposes of assessing against the on-job unit standards, the contact centre environment and system of the applicant organisation must meet the following requirements:

- The contact centre must be functionally active – involving transactions with external customers over at least 10 days within a two-week period.
- The contact centre must:
 - include a database to record transactions
 - include fully functional workstations
 - include an Automatic Call Distributor (ACD)
 - involve dealing with a customer until completion of the enquiry
 - be part of the company's regular customer service delivery
 - have available product information
 - have access to company policy and/or client information and/or legislation.
- The minimum industry requirement for student practical experience in such a contact centre is 20 days full time, of which at least 10 days is within a two-week period.

Commented [NH1]: A lot of call centre roles are now WFH. Does this need to be considered regarding setup

c. Learner access to resources

Domain:

Specific requirements:

(State any requirements for learner support systems and access to resources for students.)

d. Practical experience

Domain: Contact Centres

Specific requirements:

(State any requirements for practical or work-based experience.)

The applicant organisation must have policies and procedures to ensure that off-site practical or work-based activities are covered by the health and safety policies and procedures of the host organisation, and meet the requirements of occupational safety and health legislation.

Where students spend time with an employer for off-site practical or work-based experience, training, assessment, or use of facilities, the applicant organisation must have policies and procedures to ensure that responsibilities for assessment and reporting of credits are clearly specified.

An applicant organisation using employer facilities must provide evidence of access to the facilities in the form of a copy of the memorandum of understanding or other written agreement with the employer.

The applicant organisation must have policies and procedures in place that shows how it will manage the practical experience requirement of the contact centre specific unit standards, i.e. that the student has sufficient workplace experience in a real contact centre prior to assessment. This requirement is a minimum of 20 days, of which at least 10 days are within a two-week period.

The applicant organisation must have policies and procedures in place that formalise arrangements made with off-site suppliers of workplace experience to ensure continuity of supply as well as defining responsibilities for supervision, assessment, and reporting of credits.

The applicant organisation must have a system in place that shows how they plan to assess against the practical industry-specific unit standards.

e. Site visit

Domain:

Specific requirements:

(State if a site visit is required and the purpose of the visit in relation to the consent requirements.)

Commented [NH2]: These comments seem like standard work place based expectations, none are SPECIFIC to a contact centre placement or MOU... Does this matter?

If generic wouldn't it be covered by the main template. What part of this is not generic?