

Learning Assessment Guide

Unit Standard 25305 – Version 1

Demonstrate knowledge of quality monitoring in a contact centre

Level 4 – 3 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Demonstrate knowledge of quality monitoring in a contact centre.

This Learning Assessment Guide is made up of:

- Task(s) for you to complete.
- Evidence Guide that you will use to assess your competence.

Special notes relating to this unit standard:

1 References

Health and Safety in Employment Act 1992;
Human Rights Act 1993;
Privacy Act 1993;
and all subsequent amendments and replacements.

2 Definitions

Customer – a user, purchaser, or receiver of a service or product and may be internal or external to the contact centre and may include colleagues.

Quality monitoring – the monitoring of the interaction between a CSR in a contact centre and a customer of the organisation.

Customer interactions – the interaction between a CSR and a customer of the organisation, through any method such as inbound or outbound call, email, webchat, SMS or fax.

CSR – Customer Service Representative.

SMS – Short Message Service.

Assessment Task One – Element 1

Introduction

Task 1 requires you to demonstrate knowledge of quality monitoring in a contact centre.

Instructions

Complete the following tasks. If you need more space, use a separate piece of paper and ensure you clearly state which task it relates to and attach it to the Learning Assessment Guide.

Tasks

1. What is the purpose of monitoring quality within your own organisation's contact centre?

Purposes may include (but are not limited to):

- maintaining and improving the quality of customer interactions
- recognising quality performers
- assessing training needs
- ensuring customer expectations are met.

Provide three examples from your contact centre and an explanation for each.

Example 1:

Example 2:

Example 3:

2. How can quality monitoring benefit customers of your organisation?

Provide three examples from your contact centre and an explanation for each.

Example 1:

Example 2:

Example 3:

3. How can quality monitoring benefit Customer Service Representatives?

Benefits may include (but are not limited to):

- identifying knowledge gaps
- identifying coaching requirements
- customer service standards
- accuracy of technical knowledge.

Provide three examples from your contact centre and an explanation for each.

Example 1:

Example 2:

Example 3:

Assessment Guide

This is the evidence guide your assessor will use to assess your competence in unit standard 25305, Demonstrate knowledge of quality monitoring in a contact centre.

Element	Task	Evidence required	Judgement	
Element 1	1	All task 1 questions are completed in full.	Answers are in line with model answers.	Yes / No
		At least 3 examples and an explanation are provided for questions 1, 2 and 3.	Answers demonstrate knowledge of quality monitoring in a contact centre.	Yes / No