

Learning Assessment Guide

Unit Standard 25306 – Version 1

Monitor quality in a contact centre

Level 4 – 4 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:

- monitor quality in a contact centre.

This Learning Assessment Guide is made up of:

- Task(s) for you to complete.
- Manager Verification form
- Observation Feedback form
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

References:

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

Definitions relating to this unit standard:

Company procedures – the policies, procedures, and/or guidelines currently in use in the contact centre.

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.

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.

SR – Customer Service Representative.

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

SMS – Short Message Service.

Assessment Task One – Element 1

Introduction

Task 1 requires you to demonstrate how you prepare for quality monitoring in a contact centre.

Instructions

Provide two examples of two quality monitoring situations that you will or have been involved in. Situations can include but are not limited to:

- Inbound calls
- Outbound calls
- Email
- Webchat
- SMS (Short message service)
- Fax

If your contact centre has other means of interacting with customers and has quality monitoring procedures in place you may refer to these. Please discuss these with your assessor to ensure suitability.

Questions

1. Describe how you prepare to monitor the quality of customer interactions in your contact centre, ensuring that you are following organisational procedures.

When answering, refer to the two situations that you will be using for this assessment and provide any relevant workplace documents such as monitoring forms.

Cover	Situation 1:
How the contact centre representative is identified	
How monitoring time is scheduled	

Cover	Situation 1:
How the contact centre representative is identified	
Points being monitored.	
How feedback is presented to the CSR and how this is scheduled.	
Cover	Situation 2:
How the contact centre representative is identified.	
How monitoring time is scheduled.	

Cover	Situation 1:
How the contact centre representative is identified	
Points being monitored.	
How feedback is presented to the CSR and how this is scheduled.	

2. Discuss the resources for monitoring quality that are used in your organisation and how they are prepared.

Describe three resources for monitoring quality. Examples of resources may include;

- Evaluation forms
- Recording equipment
- Listening equipment
- Feedback forms

Resources	Preparation



Resources	Preparation

Assessment Task Two – Element 1

Introduction

Task 2 requires you to demonstrate how you monitor quality in a contact centre in accordance with organisational procedures.

Instructions

Part A

Collect all workplace documents relating to your two quality monitoring examples and present these to your assessor. These may any completed forms or print outs that show the points that have been monitored and the scores or feedback gathered.

Discuss the processes you followed with your assessor.

Part B

Arrange for a Manager Verification form to be completed by your manager or supervisor. The form follows. You will need to show your manager or supervisor the documentation you intend to provide to the assessor.

Give the completed form to your assessor as part of the documentation required in Part A.

Manager Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed towards Unit Standard
25306, Monitor quality in a contact centre

Your signature confirms that the evidence provided for the purpose of this assessment is the learner's own work and that it is within the requirements of your organisation. It also confirms the ability of the learner to undertake the following in the workplace in accordance with company or organisational procedures.

- Preparation to monitor quality of customer interactions.
- Prepare resources for quality monitoring.
- Carry out quality monitoring.
- Provide constructive feedback and coaching on the quality of the customer interactions to CSR's monitored.
- Complete all required documentation.

Comments:

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Task Three – Element 1

Introduction

Task 3 requires you to be observed providing constructive feedback and coaching to the CSR involved in each of your two quality monitoring situations.

Instructions

Arrange a coaching and feedback session with each of the CSR's that you have monitored. You must also complete the required documentation such as performance or training records.

At the session you will need to organise for your assessor or suitably qualified observer to be present. The observer will complete the Observer Feedback Form. Discuss your choice of observer with your assessor.

A copy of the Observer Feedback Form follows.

Observer Feedback Form

Name of Learner:		
Name of Observer:		Phone:
Relationship to Observer:		

_____ is currently being assessed toward Unit Standard 25306, Monitor quality in a contact centre

Note: The assessor will discuss your comments with the learner.

Please give briefly describe the situations in which you observed the learner's performance.

Situation 1:

Please elaborate on any special features of this activity below.

Comments:

Did the learner give constructive feedback and coaching on the quality of customer interactions monitored to the CSR who was monitored?

Yes / No

Was documentation such as performance or training records completed according to company or organisational procedures?

Yes / No

Situation 2:

Please elaborate on any special features of this activity below.

Comments:

Did the learner give constructive feedback and coaching on the quality of customer interactions monitored to the CSR who was monitored?

Yes / No

Was documentation such as performance or training records completed according to company or organisational procedures?

Yes / No

Thank you for your assistance.

Signed: _____

Date: _____

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 25306, Monitor quality in a contact centre.

Element	Task	Evidence required	Judgement	Yes / No
Element 1 PC 1.1 & 1.2	Task 1	Responses to Task 1 questions relating to two quality monitoring situations.	Responses demonstrate that the learner is able to: <ul style="list-style-type: none"> • prepare to monitor quality of customer interactions • prepare resources available for the monitoring of quality of customer interactions 	Yes / No Yes / No
Element 1 PC 1.1 – 1.3	Task 2	Documents relating to two quality monitoring situations. Discussion with the assessor about the process followed in two quality monitoring situations. Completed Manager Verification form.	Documents and discussion confirm that the candidate is able to: <ul style="list-style-type: none"> • prepare to monitor quality of customer interactions • prepare resources available for the monitoring of quality of customer interactions • monitor quality within a contact centre. Manager Verification Form confirms that the candidate monitors quality in accordance with company procedures.	Yes / No Yes / No Yes / No

