

Attachment to the Collective Agreement for Uniformed Operational and Communications Centre Employees

The following attachment is provided for information only and does not form part of the Collective Agreement.

The unit standards and papers outlined in this attachment are current as at the date of printing but are subject to unilateral change by the relevant Industry Training Organisation. Where such change occurs, for the purposes of this Collective Agreement the new standards shall replace the old standards as applicable.

Position	Unit Standards and Papers
Trainee Communicator to Communicator Grade 1	<ul style="list-style-type: none"> ➤ US 16774 (OSH principles in a call centre etc...) ➤ US 18510 (Calltaking) ➤ US 18511 (Dispatching)
Communicator Grade 1 to Communicator Grade 2	<ul style="list-style-type: none"> ➤ US 103 (Use data entry skills to input computer data) ➤ US 111 (Operate a word processor) ➤ US 376 (Employ customer service techniques etc...) ➤ US 2780 (Describe and operate a personal computer system) ➤ US 9694 (Analyse and apply communication process theory etc...) ➤ US 12349 (Demonstrate Time Management) ➤ US 12355 (Demonstrate knowledge of stress & how to deal with it)
Communicator Grade 2 to Communicator Grade 3	<ul style="list-style-type: none"> ➤ US 1299 (Be assertive in a range of specified situations) ➤ US 11815 (Customer enquiries etc...) ➤ US 11818 (Enhance work practices etc...) ➤ US 16775 (Use and explain Centre equipment etc...) ➤ US 16776 (Communicate with customers from a call centre) ➤ US 16777 (Seek, evaluate & organise information etc...) ➤ US 16778 (Effective working relationships etc...) ➤ CIMS Level 2
Communicator Grade 3 to Senior Communicator	<ul style="list-style-type: none"> ➤ US 16784 (L4) (Receive and Resolve Complaints etc) ➤ US 16785 (L4) (Plan and allocate work etc) ➤ US 17382 (L4) (Demonstrate technology in management etc.) ➤ NZIM Introduction to Management ➤ NZIM Team Leader Skills (1)
Senior Communicator to Shift Manager	<ul style="list-style-type: none"> ➤ US 18336 (L4) (Demonstrate team building skill) ➤ US 18337 (L4) (Implement training and development activities for teams and individuals in the workplace) ➤ NZIM Team Leader Skills (Level 2) ➤ NZIM Team Leader Skills (Level 3)
Shift Manager	<ul style="list-style-type: none"> ➤ NZIM Management courses (Performance etc) ➤ CIMS Level 4

NB All staff are to be qualified to NCCCO (Level3) at attaining Communicator Grade 3