

**Attachment to the
1 July 2015 to 30 June 2018
Collective Employment Agreement
for**

**UNIFORMED
And
COMMUNICATIONS CENTRE EMPLOYEES**

Between

**NEW ZEALAND FIRE SERVICE
and**

**NEW ZEALAND PROFESSIONAL
FIREFIGHTERS' UNION**

Communications Centres Communicator Progression Structure

Trainee Communicator to Grade 1		<i>Minimum Service 6 months</i>
Trainee to Grade 1	Unit Standard	Title
	US 16774	Follow occupation safety and health in a contact centre
	US 18510	Process Emergency Service calls at an emergency response contact centre
	US 18511	Dispatch resources from an emergency response contact centre in response to emergency service calls
Communicator Grade 1 to Grade 2		<i>Minimum Service 12 months</i>
Grade 1 to Grade 2	Unit Standard	Title
	US 24872	Produce documents for a workplace using a computer
	US 111	Use data entry skills to input computer data
	US 12349	Demonstrate Time Management
	US 12355	Demonstrate knowledge of stress and how to deal with it
	US 26848	Demonstrate knowledge applicable to contact centres
Communicator Grade 2 to Grade 3		<i>Minimum Service 24 months</i>
Grade 2 to Grade 3	Unit Standard	Title
	US 9694	Analyse & apply principals of communication process theory
	US 376	Employ Customer Service Techniques of differing expectations
	US 1299	Be assertive in a range of specified situations
	US 11818	Enhance work practices by the application of product and / or service knowledge
	US 16775	Use and explain Communication Centre equipment and systems
	US 16776	Communicate with customers from a Contact Centre
	US 16777	Seek, evaluate & organise information for action in a contact centre
	US 16778	Establish & maintain effective working relationships in a contact centre
	US 9681	Contribute to a group/team which has an objective
		CIMS Level 2
	Communicator must then have enough credits to obtain National Certificate in Call Centre Operations Level 3	
Communicator Grade 3 to Senior Communicator Grade 4		<i>Minimum service 36 months</i>
Grade 3 to Grade 4	NZFS Senior Communicator Exam Theory Paper	
	Three unit standards selected from the National Certificate in Contact Centres, Management (Team Leader) (Level 4) and / or National Certificate in Business (First Line Management) (Level 4) program, to achieve a minimum of 10 credits combined.	
	NB: Credits achieved from the previous Group A list will continue to be recognised toward Grade 4 progression but may not fulfil the requirements of the overall National Certificate.	

Senior Communicator Grade 5 qualified to Act as Shift Manager		<i>Minimum service 48 months</i>
Grade 5 - Act as Shift Mgr	NZFS Management Interview for suitability	
	NZFS Senior Communicator Exam Practical	
<p>A further 15 credits from the National Certificate in Contact Centres, Management (Team Leader) (Level 4) and/or National Certificate in Business (First Line Management) (Level 4) program.</p> <p>NB: Credits achieved from the previous Group B list will continue to be recognised toward Grade 5 progression but may not fulfil the requirements of the overall National Certificate.</p>		
CIMS Level 4		
To be completed before or within 12 months of appointment depending on course availability.		
Shift Manager		<i>Minimum service 5 years</i>
Shift Mgr	Shift Manager must hold one or more of the following qualifications	
		NZ Fire Service Shift Manager exam
	*	National Certificate in Contact Centres Management (Team Leader) (Level 4)
	*	National Certificate in Business (First Line Management) (Level 4)
* NB: Older equivalent qualifications with previous name continue to meet this requirement		

Note

All staff are to be qualified to NCC (Level 3) at attaining Communicator Grade 3.

Unit Standard in progression from Communicator Grade 3 to Senior Communicator Grade 4 count towards National Certificate in First Line Management (Level 4).

This attachment to the Collective Agreement for Uniformed Operation and Communications Centre employees is provided for information only and does not form part of the Collective Agreement. This attachment sets out the criteria progression structure for New Zealand Fire Service Communicators.

The unit standards and papers outlined in this attachment are current as at the date of signing but are subject to unilateral change by the New Zealand Qualifications Authority (NZQA). Where such change occurs, for the purposes of this agreement the new standards shall replace the old standards as applicable. Any credits achieved from the old standards will continue to be recognised towards Grade 4 & 5 progression but may not fulfil the requirements of the overall National Certificate(s).

On behalf of the members of the three Communications Centres this attachment (which does not form part of the Collective Agreement) are agreed.

Dated this 22 day of December 2015



**National Operations Manager
New Zealand Fire Service**



**Derek Best
Secretary
New Zealand Professional Fire Fighters Union**