

## National Diploma in Contact Centre Management (Level 5)

**Level** 5

**Credits** 120

### Purpose

This diploma is for people who hold or aspire to management roles above first line management in contact centres (sometimes referred to as call centres). It builds on the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643] and the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739], and may also be of interest to managers from other areas of business who take on the management of a contact centre.

The diploma has a compulsory component of contact centre and transferable generic management skills, and an elective component. More specifically, the compulsory component covers the following:

Contact centre skills and knowledge:

- planning and allocating work to individuals in contact centres;
- use of contact centre technology;
- managing the operation of a contact centre;
- preparing business plan and budget for a contact centre; and
- awareness of current contact centre technology developments.

Transferable generic management skills and knowledge:

- developing and coordinating people;
- developing customer relationships and services;
- organisational direction and strategy; and
- management systems and resources, including change management.

The elective component allows selection of unit standards from the areas of business, economics, computing, and interpersonal communications.

Trainees who have achieved this diploma could pathway onto the National Diploma in Business (Level 5) with optional strands in Accounting, Finance, Finance – Maori, Health and Safety Management, Human Resource Management Maori Business and Management, Marketing, People Development and Coordination, Project Management, Quality Management, and Systems and Resources Management [Ref: 1498].

### Special Notes

Entry to the qualification is open, however, it is recommended that people first complete the requirements of the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739], National Certificate in Business (First Line Management) (Level 4) [Ref: 0649], other management qualifications, or demonstrate equivalent knowledge and skills.

## Credit Range

	Compulsory	Elective
Level 4 credits	11	0-7
Level 5 credits	62	0-7
Level 6 credits	40	0-7
Minimum totals	113	7

## Requirements for Award of Qualification

### Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

## Summary of Requirements

- Compulsory standards
- Elective – A minimum of 7 credits as specified

## Detailed Requirements

### Compulsory

The following standards are required

Business > Business Operations and Development > Business Relationships Management

ID	Title	Level	Credit
7455	Develop and strengthen customer relationships and services	6	10

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
8493	Provide leadership for a team in an organisation	5	10
8496	Develop and maintain a safe and supportive working environment	5	5
8498	Demonstrate and apply knowledge of managing conflict in the workplace	5	6
23394	Plan for and carry out staff selection	5	4
25450	Prepare for and conduct staff exit in an organisation	5	8

ID	Title	Level	Credit
25463	Manage a plan to achieve organisational objectives	5	10
25464	Manage processes to enhance employee learning and development	6	10

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
7458	Maintain compliance with legal requirements and regulatory codes and standards	5	5
9741	Demonstrate knowledge of change management	6	10

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit
16785	Plan and allocate work to individuals in a contact centre	4	6
17382	Demonstrate knowledge of the use of contact centre technology in managing performance	4	5
19441	Prepare business plan and budget for a contact centre	6	10
19442	Demonstrate knowledge of workflow management in a contact centre	5	8
19443	Demonstrate knowledge of technology developments relevant to contact centres	5	6

**Elective**

A minimum of 7 credits at Level 4 or above

Field	Subfield	Domain
Business	Any	Any
Computing and Information Technology	Computing	Any
Humanities	Communication Skills	Interpersonal Communications
Social Sciences	Economic Theory and Practice	Any

**Transition Arrangements**

**Version 3**

Version 3 was republished to include reverse transition arrangements, in version 2, for expired unit standards 7450 and 8494. Candidates enrolled on programmes leading to the award of version 2 who have not gained credit for standards 7450 and 8494 but wish to complete version 2, may use the reverse transition arrangements detailed below under version 2 to complete this version.

For detailed information see [Review Summaries](#) on the NZQA website.

Version 3 was previously republished (in 2011) to correct the elective rule and to include the exemptions table.

Version 3 was originally issued following a review of *Contact Centres* unit standards to bring the qualification focus into line with industry developments. The credit transfer arrangements were removed from this version of the qualification and the elective section was made more specific to meet the current and future needs of the industry.

#### Changes to structure and content

- The compulsory increased from 80 to 113 credits.
- The elective reduced from a minimum of 40 credits to a minimum of 7 credits at Level 4 or above.
- Standards 7450 and 8494 from the compulsory were replaced or substituted by standards 23394 and 25464 respectively; standards 7455, 7458, 25450, and 25463 were added to the compulsory.
- The credit transfer provision for NZDipBus papers was removed from the qualification.
- Titles, levels and credits of reviewed standards were updated.

Candidates may choose to complete version 2 of the qualification or transfer to version 3. Candidates who do not hold credit for standards 7450 and 8494 by December 2011 must transfer to version 3. The start date for programmes or courses for the new version of this qualification is the date this version is registered. All new trainees will be enrolled in programmes leading to the award of this version.

Version 3 of this qualification contains standards that replace or substitute earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the earlier standards – see table below.

Credit for	Exempt from
7450	23394
7452	25463
8494	25464

It is not intended that anyone be disadvantaged by this review. However, anyone who feels they have been disadvantaged may appeal to the ElectroTechnology Industry Training Organisation at the address below.

#### Previous version of the qualification

Version 2 was reviewed following a review of *Call Centres* unit standards and a change in the classification to bring the qualification focus into line with industry developments. Changes to structure and content - titles and classifications of call centre standards updated, level added to qualification title, new classification included in title.

For the purposes of version 2 of the qualification, people who have gained credit for the replacement or substitute standards are exempt from the requirement to gain credit for the expired standards – see table below.

Credit for	Exempt from
23394	7450
25464	8494

## NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	December 2002	December 2007
Review	2	August 2005	December 2012
Review	3	April 2011	N/A
Republished	3	May 2011	N/A
Republished	3	April 2012	N/A

## Standard Setting Body

ElectroTechnology Industry Training Organisation  
 FREEPOST 5164  
 PO Box 24469  
 Royal Oak  
 Auckland 1345

Telephone 09 525 2590  
 Email [reviewcomments@etito.co.nz](mailto:reviewcomments@etito.co.nz)

## Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2016
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## Other standard setting bodies whose standards are included in the qualification

NZQA

## Certification

This certificate will display the logos of NZQA, the ElectroTechnology Industry Training Organisation and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

## Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
1955	Service Sector > Contact Centres > Contact Centre Management	089999	Management and Commerce > Other Management and Commerce > Management and Commerce not elsewhere classified

### Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.