

FIELD SERVICE SECTOR**Review of *Call Centre Management* qualification****National Certificate in Call Centre Management (Team Leader) [Ref: 0739]**

The ElectroTechnology Industry Training Organisation has completed the review of the qualification listed above that was registered in March 2000.

Date new versions published

January 2004

Summary of review

This review was prompted by the expiry and replacement of some generic unit standards, and by feedback from providers, companies, users, and assessors after three years of industry experience with this qualification. The new version was drafted in conjunction with the industry's Call Centre Advisory Group, and further comment was then invited from providers and industry. The Advisory Group considered comments and endorsed version 2 of the qualification on 8 August 2003.

Main changes resulting from the review

The review incorporates replacements for expiring generic standards, incorporates credit transfer for NZDipBus papers, opens up the elective section to allow a wider choice of standards, and removes compulsory standards no longer considered relevant to the outcome of this qualification.

Changes to structure and content:

- Inclusion of credit transfers from NZDipBus papers;
- Replacement of expiring unit standards 1984 and 4099 (see table of replacements);
- Unit standards 8493, 2785, 9678 and 11620 are no longer listed in the qualification;
- Expansion of elective section to include standards at level 4 or above from any domain from the subfields of Adult Education and Training, Computing, Communication Skills, Call Centres, and Economic Theory and Practice and the field Business;
- Credit total reduced from 79 to 78 credits.

Transition

People currently enrolled in programmes leading to the award of version 1 of this qualification may either complete that version, or transfer to version 2. The last date for award of version 1 is December 2005.

For those who have partially completed version 1 and wish to transfer to version 2, the following exemptions apply.

Expiring standards	Replacement standards
1984	18336 and 18337
4099	11552

It is not intended that anyone is disadvantaged by this review, and the above arrangements have been designed for a smooth transition. However, anyone who feels they have been disadvantaged may appeal to:

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