

FIELD	SERVICE SECTOR
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Review and Reclassification of *Call Centre* qualifications**National Certificate in Call Centre Operations [Ref: 0643]****National Certificate in Call Centre Management (Team Leader) [Ref: 0739]****National Diploma in Call Centre Management (Level 5) [Ref: 0974]**

The ElectroTechnology Industry Training Organisation (ETITO), in conjunction with the Contact Centre Advisory Group and the contact centre industry, has reviewed the above qualifications that were registered in July 1999, January 2004, and December 2002.

Date new versions published**August 2005****The review of these qualifications is planned to take place in 2010****Reason for the review**

These qualifications were reviewed following a review of *Call Centres* unit standards and a change in the classification to bring the qualifications' focus into line with industry developments.

All new candidates will be enrolled in programmes leading to the new versions of the qualifications. Industry will continue to recognise the former versions.

Main changes resulting from the review

National Certificate in Call Centre Operations [Ref: 0643]

*New title:***National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]**

Changes to structure and content

- Unit standard 16774 had the credit value raised from 2 to 3 and the level raised from 2 to 3
- The elective component of the qualification was restructured to provide better access for candidates
- Unit standards 61, 63, 2785, and 11820 were removed from the elective section
- Unit standards 9681, 10458, 11097, and 20332 were added to the elective section
- Change of credit value from 65 to 68
- Level added to qualification title
- New classification included in title.

Transition

People currently enrolled in programmes leading to the award of version 1 or 2 are encouraged to transfer to version 3. However, they may choose to complete the requirements for the version on which they are enrolled.

Last date for the award of versions 1 and 2 is 31 December 2007.

National Certificate in Call Centre Management (Team Leader) [Ref: 0739]

New title:

National Certificate in Contact Centre Management (Team Leader) (Level 4)
[Ref: 0739]

Changes to structure and content

- Credit value for unit standard 4098 corrected from 3 to 5
- Level added to qualification title
- New classification included in title.

Transition

This qualification contains standards that replace 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 replacement standards.

Credit for	Exempt from
1984	18336 and 18337
4099	11552

People currently enrolled in programmes leading to the award of version 1 or 2 are encouraged to transfer to version 3. However, they may choose to complete the requirements of the version on which they are currently enrolled.

The last date for the award of version 1 is 31 December 2005.

The last date for the award of version 2 is 31 December 2007.

National Diploma in Call Centre Management (Level 5) [Ref: 0974]

New title:

National Diploma in Contact Centre Management (Level 5) [Ref: 0974]

Changes to structure and content

- Unit standard 19443 revised to enhance clarity, and improve assessability
- Level added to qualification title
- New classification included in title.

Transition

People currently enrolled in programmes leading to the award of version 1 are encouraged to transfer to version 2. However, they may choose to complete the requirements for of version 1.

The last date for the award of version 1 is 31 December 2007.

Appeals

It is not intended that anyone be 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 the ElectroTechnology Industry Training Organisation at the address below.

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