

In line with current industry trends resulting in the use of an increasing variety of communication methods, which range from the traditional telephone to text messaging, including letters, facsimile, email, and interactive web pages, the Contact Centre Industry requested that the names of classifications and qualifications be changed from 'Call Centres' to 'Contact Centres'. As a result, the subfield and domain names have been changed and the titles of the unit standards have been amended.

The Call Centre qualification names will be changed as follows:

- *National Certificate in Call Centre Operations* [Ref: 0643] to National Certificate in Contact Centre Operations;
- *National Certificate in Call Centre Management (Team Leader)* [Ref: 0739] to National Certificate in Contact Centre Management (Team Leader); and
- *National Diploma in Call Centre Management (Level 5)* [Ref: 0974] to National Diploma in Contact Centre Management (Level 5).

Main changes resulting from the review

The review process resulted in the following changes to the unit standards.

- Title changes to all the unit standards to reflect the subfield and domain name changes.
- All references to the term *call centre* changed to *contact centre*.
- All subfield and domain references amended.
- Minor changes to special notes to reflect updates to reference material.
- Unit 16774, *Follow occupational safety and health principles in a contact centre* – credit value increased from 2 to 3 to better reflect the time needed to learn, practise, and assess the outcomes of the unit standard; and level increased from 2 to 3 to reflect the depth of knowledge and skill that is covered by the unit standard.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Subfield	Call Centres	Any	Subfield	Contact Centres	Same
Domain	Call Centre Management	Any	Domain	Contact Centre Management	Same
Domain	Call Centre Operations	Any	Domain	Contact Centre Operations	Same

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following ElectroTechnology Industry Training Organisation qualifications are affected by this review. They are either under review, or scheduled to be reviewed.

Qualification title

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 following qualification is also affected by the outcome of this review. The standard setting body (SSB) has been advised that they require revision.

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876]	Call Centre Operations	Aviation, Tourism and Travel TO
National Certificate in Commercial Road Transport (Taxi Operations) [Ref: 0970]	16775	NZ Road Transport and Logistics ITO
National Certificate in administration of revenue law (Introduction) (Level 4) [Ref: 0950]	Call Centre Management	Public Sector Training Organisation
National Certificate in administration of revenue law (Introduction) (Level 4) [Ref: 0950]	Call Centre Operations	Public Sector Training Organisation

Summary of main changes to standards' Ids, classification, titles, levels, and credits

The following summary shows the changes made to the standards as a result of the review. All changes are in **bold**.

Key to review category

- A** Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
- B** Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
- C** Major changes that necessitate the registration of a replacement standard with a new Id
- D** Standard will expire and not be replaced

Subfield Call Centres
Contact Centres
 Domain Call Centre Operations
Contact Centre Operations

Id	Title	Level	Credit	Review Category
16774	Follow occupational safety and health principles in a call centre Follow occupational safety and health principles in a contact centre	2 3	2 3	B
16775	Use and explain call centre equipment and systems Use and explain contact centre equipment and systems	3	3	B
16776	Communicate with customers from a call centre Communicate with customers from a contact centre	3	3	B
16777	Seek, evaluate, and organise information for action in a call centre Seek, evaluate, and organise information for action in a contact centre	3	8	B
16778	Establish and maintain effective working relationships in a call centre Establish and maintain effective working relationships in a contact centre	3	4	B
16779	Assist customers with account inquiries in a call centre Assist customers with account inquiries in a contact centre	3	4	B
16780	Respond to in-bound calls relating to marketing campaigns in a call centre Respond to in-bound calls relating to marketing campaigns in a contact centre	3	4	B
16781	Conduct out-bound telemarketing campaigns from a call centre Conduct out-bound telemarketing campaigns from a contact centre	3	5	B
16782	Conduct telephone surveys from a call centre Conduct telephone surveys from a contact centre	3	4	B
16783	Receive and action reports of faulty products or services in a call centre Receive and action reports of faulty products or services in a contact centre	3	4	B
16784	Receive and resolve customer complaints about products or services, in a call centre Receive and resolve customer complaints about products or services, in a contact centre	3	5	B

Id	Title	Level	Credit	Review Category
18510	Process emergency service calls at an emergency response call centre Process emergency service calls at an emergency response contact centre	3	5	B
18511	Dispatch resources from an emergency response call centre in response to emergency service calls Dispatch resources from an emergency response contact centre in response to emergency service calls	3	5	B

Subfield Call Centres
Contact Centres
Domain Call Centre Management
Contact Centre Management

Id	Title	Level	Credit	Review Category
16785	Plan and allocate work to individuals in a call centre Plan and allocate work to individuals in a contact centre	4	6	B
17382	Demonstrate knowledge of the use of call centre technology in the management of a call centre team Demonstrate knowledge of the use of contact centre technology in the management of a team	4	5	B
19441	Prepare business plan and budget for a call centre Prepare business plan and budget for a contact centre	6	10	B
19442	Manage the operation of a call centre Manage the operation of a contact centre	5	8	B
19443	Demonstrate awareness of recent and emerging technology developments relevant to call centres Demonstrate knowledge of emerging and recent technology developments relevant to contact centres	5	6	B