

FIELD SERVICE SECTOR

Review of *Contact Centre Management* qualification

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

The ElectroTechnology Industry Training Organisation has completed the review of the qualification above.

Date new versions published

December 2008

The next qualification review is planned to take place during 2013.

Summary of review and consultation process

The development of version 4 of the qualification was prompted by the reorganisation of field *Business* and the consequent designation of the *Management* subfield and the *First Line Management* domain as lapsing.

Eight of the compulsory standards within the qualification underwent significant changes thereby prompting the need for a full review of the qualification.

The National Certificate in Contact Centre Management (Team Leader) (Level 4) [Ref: 0739] and its component standards were reviewed in consultation with industry. The review reflected the experience of several years of training, assessment, and industry experience. It also took into account the future skill requirements of the industry.

The credit transfer arrangements have been removed from this version of the qualification as the elective section to which they applied has been removed.

Main changes resulting from the review

The main features of the review were changing the structure of the qualification to include a strand for Senior Customer Service Representatives; 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.

National Certificate in Contact Centre Management (Team Leader) (Level 4) [Ref: 0739]
National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739]

Review category	B	See Key to Qualification Review Categories at the end of report
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Changes to structure and content

- The qualification was restructured into strands for Senior Customer Service Representative and Management (Team Leader), each strand contains a compulsory and an elective set.
- The qualification title and classification were changed.
- Titles, levels and credits of reviewed standards were updated.
- Credit total decreased from 78 to 43 or 67, depending on the strand.

- Compulsory standards 16611 and 16613, and elective standard 11552 were removed from the qualification.
- Compulsory standards 9674 and 16616 were replaced by standards 21335, and 23396 and 23397 respectively.
- Compulsory standard 16342 was moved to the Management (Team Leader) strand compulsory.
- Compulsory standards 15189, 16785, 18336 and 18337 were moved to the Management (Team Leader) strand elective.
- Compulsory standard 11101 was moved to the Senior Customer Service Representative strand elective.
- Compulsory standard 4098 was moved to both strand electives.
- Standards 11099 and 25305 were added to the Core Compulsory.
- Standards 1312, 9705, and 11097 were added to the Senior Customer Service Representative strand compulsory
- Standards 9704, 23395, and 25306 were added to the electives of both strands.
- Standard 9696 was added to the Management (Team Leader) strand compulsory.
- Standard 1987 was added to the Management (Team Leader) strand compulsory and the Senior Customer Service Representative strand elective.
- Standard 23394 was added to the Management (Team Leader) strand elective.
- The requirement to select 20 credits from a list of classifications in the elective was removed from the qualification along with its credit transfer provisions for NZDipBus papers.
- Reverse transition arrangements were included for version 3 of the qualification.

Transition

The start date for programmes or courses for the new version is the date this version is registered. All new trainees will be enrolled in programmes leading to the award of this version.

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 – see table below.

Credit for	Exempt from
1984	18336, 18337
9674	21335
16616	23396, 23397

Trainees may either complete the requirements of version 3 or transfer to version 4. The last date to meet the requirements of the former version of the qualification is 31 December 2010.

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.

Version 3 of this qualification contained standards that had been expired or replaced by other standards. For the purposes of this qualification people who have gained credit for the replacement standards are exempt from the requirement to gain credit for the expiring standards – see table below.

Credit for	Exempt from
11647	16613
21335	9674
23396, 23397	16616

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.

Key to Qualification Review Categories

Category A The qualification is published as a new version with the same NQF ID	Changes are made to SSB name, contact details or purpose statement
	No change is made to title, rules or components of the qualification
	No transition arrangements are required
Category B The qualification is published as a new version with the same NQF ID	Changes are made to title, rules or components
	The new version of the qualification recognises a similar skill set to that recognised by the previous version
	The SSB is confident that people awarded the new or previous version are comparable in terms of competence
	Transition arrangements are required if candidates must gain additional/different credits for the new version
Category C A new (replacement) qualification is published with new NQF ID	Significant changes are made to the qualification in terms of components, structure, type or level
	The SSB views people with the replacement qualification as being significantly different in terms of competence from those with the replaced qualification
	Transition arrangements are required
	Transition may be limited to phase-out dates
Category D Qualification will expire. There is no replacement qualification	Qualification is no longer required by industry
	The qualification is designated as expiring and a last date for meeting the qualification requirements is set