

FIELD SERVICE SECTOR

Review of *Contact Centres* standards

Subfield	Domain	Id
Contact Centres	Contact Centre Management	16785, 17382, 19443
	Contact Centre Operations	16775, 16784

The ElectroTechnology Industry Training Organisation (ETITO) has completed the review of the unit standards listed above.

Date new versions published

October 2008

Planned review date

December 2013

Summary of review and consultation process

The National Certificate in Contact Centre Management (Team Leader) (Level 4) [Ref: 0739] and its component Contact Centre 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.

During the review of the Level 4 qualification and standards, the technology standards within the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643] and the National Diploma in Contact Centre Management (Level 5) [Ref: 0974] were also reviewed to ensure they were fit for purpose for the industry for the next five years.

Main changes resulting from the review

- Standards 16775, 16784, 17382, have had minor changes to special notes.
- Standards 16775, 16785, 17382, 19443 have had minor changes to performance criteria.
- Standard 19443 has had a range statement added.
- Two new standards have been registered.
- All standards have undergone formatting updates.

Impact on existing provider accreditations

None.

Impact on existing qualifications

None.

Review Categories and changes to classification, title, level and credits

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 Contact Centres
Domain Contact Centre Management

Id	Title	Level	Credit	Review Category
16785	Plan and allocate work to individuals in a contact centre	4	6	B
17382	Demonstrate knowledge of the use of contact centre technology in the management of a team	4	5	B
19443	Demonstrate knowledge of emerging and recent technology developments relevant to contact centres	5	6	B
25305	Demonstrate knowledge of quality monitoring in a contact centre	4	3	New
25306	Monitor quality in a contact centre	4	4	New

Domain Contact Centre Operations

Id	Title	Level	Credit	Review Category
16775	Use and explain contact centre equipment and systems	3	3	B
16784	Receive and resolve customer complaints about products or services, in a contact centre	3	5	B