

FIELD	SERVICE SECTOR
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Revision of *Contact Centre* qualification**National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]**

The ElectroTechnology Industry Training Organisation (ETITO) has revised the qualification listed above.

Date new versions published**April 2009**

The next qualification review is planned to take place during 2010.

Reason for the revision

The qualification was revised to incorporate changes made at review to titles and levels of some standards, and the expiry of standard 11819.

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

Changes to structure and content

- compulsory standard 111 title changed
- compulsory standard 9694 title and credit value changed – from 4 to 5 credits
- elective standards 379, 9681, and 11831 titles changed
- expired elective standard 11819 was removed
- elective standard 10458 title and classification changed
- total credit value increased from 67 to 68 credits.

Transition

Candidates may either complete the requirements for version 3 or transfer to version 4. However, candidates currently working towards version 3 can no longer be assessed against expired standard 11819.

The last date for assessment of version 3 of this qualification is 31 December 2010.

All new candidates will be enrolled in programmes leading to version 4 of the qualification.

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

ElectroTechnology Industry Training Organisation (ETITO)
 FREEPOST 5164
 PO Box 24469
 Royal Oak
 Auckland 1345

Telephone	09 525 2590
Email	reviewcomments@etito.co.nz
Website	http://www.etito.co.nz