Field **Service Sector**

Revision of *Contact Centre Operations* unit standard 16776

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	16776

The ElectroTechnology Industry Training Organisation has completed the revision of the unit standard above.

Date new version published **December 2011**

Planned review date **December 2015**

Summary

This unit standard was revised to correct a range statement in the explanatory notes section, and to amend the purpose statement to include reference to all the outcomes in the standard.

Main changes

- Range statement in the explanatory notes corrected.
- Purpose statement updated to include all outcomes in the standard.