

| FIELD | SERVICE SECTOR |
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Review of *Contact Centre Operations* qualification

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

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

Date new version published

February 2011

The next qualification review is planned to take place during 2015.

Summary of review and consultation process

Following the review of unit standards in the Contact Centre Operations domain in 2010, ETITO undertook the review of this qualification. This review involved extensive consultation with industry representatives and the Contact Centre Advisory Group (CCAG) and took into account the anticipated future skill requirements of the contact centre industry.

Main changes resulting from the review

The content and structure of the qualification were updated and also the details of reviewed unit standards.

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

- The requirements for the Elective section were updated from a minimum of 6 credits to a minimum of 10 credits of which a minimum of 6 credits must be at Level 3 or above.
- The credit total of the qualification decreased from 68 to 58.
- Standards 24872 and 26848 were added to the Compulsory section.
- Standards 1304, 1312, 9705, and 11815 were added to the Elective section.
- Standard 9681 was moved to the Compulsory section from the Elective section.
- Standards 103 and 2780 were moved to the Elective section from the Compulsory section.
- The credit values of reviewed standards 2780, 11818, 16777, 16779, 16780, 16781, and 16784 were updated.
- The level of reviewed standard 2780 and 20332 were updated.
- The titles of reviewed standards 103, 111, 376, 11816, 11818, 12349, 12355, 16776, 16777, 16780, 16781, and 16784 were updated.

Transition

Candidates may either complete the requirements for version 4 of the qualification or transfer to version 5.

The last date for assessment of version 4 of the qualification is December 2012.

All new candidates will be enrolled in programmes leading to version 5 of the qualification.

It is not intended that anyone is 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 ElectroTechnology Industry Training Organisation at the address below.

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 PO Box 24469
 Royal Oak
 Auckland 1345

Telephone 09 525 2590
 Facsimile 09 525 2591
 Email reviewcomments@etito.co.nz
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Key to Qualification Review Categories

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| 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 |
| Category C A new (replacement) qualification is published with new NQF ID | Transition arrangements are required if candidates must gain additional/different credits for the new version |
| | 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 |
| Category D Qualification will expire. There is no replacement qualification | Transition may be limited to phase-out dates |
| | Qualification is no longer required by industry |
| | The qualification is designated as expiring and a last date for meeting the qualification requirements is set |