Field   Service Sector

Review of *Contact Centre Management* unit standards

Subfield	Domain	ID
Contact Centres	Contact Centre Management	16785, 17382, 19441-19443

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

Date new versions published   **March 2011**

Planned review date   **December 2015**

Summary

During 2010, ETITO undertook extensive consultation with industry representatives and the Contact Centre Advisory Group (CCAG) about the reviewed unit standards.

During the review, the unit standards were considered in terms of advances in technology, equipment, industry best practice and requirements, and changes in legislation. Feedback through moderation and email consultation was also taken in to consideration.

Other unit standards in the domain were not reviewed as they are relatively new unit standards that have not yet had sufficient usage to inform a review. Their review is scheduled for 2013.

Main changes

- The titles of unit standards 17382, 19442, and 19443 were updated to better reflect the outcomes of the unit standards.
- Explanatory notes were updated to specify that these unit standards are designed for on-job learning and assessment.

Impact on registered qualifications

Key to type of impact	
Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set
	The qualification lists a standard that has changes to level or credits
	The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title
	The qualification lists a standard that has a new classification

Two ElectroTechnology Industry Training Organisation qualifications are *not materially affected* by the outcomes of this review.

The National Diploma in Contact Centre Management (Level 5) [Ref: 0974] has been updated as part of this process, and the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739] will be updated when it is next reviewed.

Detailed list of unit standards – 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

Service Sector > Contact Centres > Contact Centre Operations

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 **Demonstrate knowledge of the use of contact centre technology in managing performance**	4	5	B
19441	Prepare business plan and budget for a contact centre	6	10	B
19442	Manage the operation of a contact centre **Demonstrate knowledge of workflow management in a contact centre**	5	8	B
19443	Demonstrate knowledge of emerging and recent technology developments relevant to contact centres **Demonstrate knowledge of technology developments relevant to contact centres**	5	6	B