

**FIELD            Service Sector****Review of *Contact Centres* qualifications**

**National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]**  
**National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739]**

The Skills Organisation has completed the review of the qualifications listed above as part of the Targeted Review of Qualifications.

**Replacement qualifications**

New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303]  
 New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304]

**Date new versions published****March 2014**

The review for the New Zealand qualifications is planned to take place during 2018.

**Summary of review and consultation process**

During 2012 and 2013 a mandatory review of qualifications in the Contact Centres sector occurred. The review encompassed broad consultation with industry and tertiary education organisation stakeholders to ensure that the new qualifications meet current and future needs.

The review recommended that the existing qualifications be replaced by the New Zealand Certificates in Contact Centres Level 3 and Level 4. These qualifications have now been developed and are listed on the New Zealand Qualifications Framework.

The review also recommended that the National Certificate in Contact Centres – Management (Team Leader) strand (Level 4) [Ref: 0739] and National Diploma in Contact Centre Management (Level 5) [Ref: 0974] be replaced by generic first line management and management qualifications. Based on this recommendation a detailed review of these qualifications and their replacements was not undertaken. The team leader strand of Ref: 0739 holds the same expiry date as the senior customer service representative strand. Ref: 0974 will be designating expiring following the completion of the business sector review.

**Main changes resulting from the review**

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

*replaced by*

**New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303]**

Review category	<b>C</b>	See <a href="#">Key to Qualification Review Categories</a> at the end of report
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The replaced qualification contains standard 379 that will expire in December 2014. For the purposes of this qualification, people who have gained credit for the replacement standard are exempt from the requirement to gain credit for the expiring standard – see table below.

Credit for	Exempt from
26862	379

National Certificate in Contact Centres - Senior Customer Service Representative strand (Level 3) [Ref: 0739]

*replaced by*

**New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304]**

Review category	<b>C</b>	See <a href="#">Key to Qualification Review Categories</a> at the end of report
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## Transition

The last date for entry into programmes leading to the replaced qualifications is 31 December 2015.

The last date to meet the requirements of the replaced qualifications is 31 December 2017, when the qualifications will be discontinued. From that date no results can be reported against the qualifications.

People currently working towards one of the replaced qualifications may either complete the requirements by 31 December 2017 or transfer their results to the replacement qualifications.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation at the address below. Appeals will be considered on a case by case basis.

The Skills Organisation  
 Freepost 5164  
 PO Box 24469  
 Royal Oak  
 Auckland 1345

Telephone 09 525 2590  
 Fax 09 525 2591  
 Email [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz)  
 Website <http://www.skills.org.nz>

## Key to Qualification Review Categories

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