

Field Service Sector**Review and Re-classification of Contact Centre unit standards**

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	18510,18511

The Skills Organisation has completed the review of the unit standards listed above.

Date new versions published

February 2017

Planned review date

December 2020

Summary

In 2015, The Skills Organisation, EMQUAL and stakeholders from The New Zealand Fire Service, The New Zealand Police, St John Ambulance, Wellington Free Ambulance and The New Zealand Transport Authority (NZTA) reviewed the above unit standards to ensure their fitness for purpose.

These unit standards were reviewed alongside the development of a series of new unit standards that will be registered under the Field Community and Social Services > Community and Workplace Fire and Emergency Management, and in a new domain called Emergency Communications.

These new unit standards were developed to support programmes leading towards the New Zealand Certificate in Emergency Communications Centres (Level 3) with optional strand in Dispatcher [Ref: 3020].

Main changes

- Re-classification from Service Sector > Contact Centres > Contact Centre Operations to Community and Social Services > Community and Workplace Fire and Emergency Management in a new domain called Emergency Communications.
- Updates to special notes to be consistent with a set of new unit standards to be published under the new domain Emergency Communications.

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Subfield	Contact Centres	3-6	Standards	18510 18511	3 3
Domain	Contact Centre Operations	3-4	Standards	18510 18511	3 3

Impact on Consent and Moderation Requirements (CMR)

NA

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

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

Community and Social Services > Community and Workplace Fire and Emergency Management > Emergency Communications

ID	Title	Level	Credit	Review Category
18510	Process emergency service calls at an emergency communications centre	3	8	B
18511	Dispatch resources from an emergency communications centre in response to emergency service calls	3	5	B