

**FIELD SERVICE SECTOR****Review of *Contact Centre* qualifications****New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303]****New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304]**

The Skills Organisation has completed the review of the qualifications listed above.

**Date new versions published****February 2018**

The next qualification review is planned to take place February 2023.

**Summary of review**

The review of these qualifications was initiated at their planned review date.

Industry representatives were involved in the review, writing for each qualification, and providing feedback from their own networks.

**Main changes**

- The Level 3 qualification total credit value decreased from 70 credits to 65 credits
- The Level 4 qualification total credit value decreased from 65 credits to 60 credits
- The graduate profile outcomes of both qualifications have been amended, including individual graduate profile outcome credit values

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

Review category	<b>B</b>	See transition at the end of report
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**Transition**

The last date for assessment of version 1 of these qualifications is 31 December 2021. Candidates enrolled in programmes leading to version 1 of these qualifications must complete by 31 December 2021 or transfer to version 2.

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.

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<b>Category A</b> The qualification is published as a new version with the same NZQF 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 NZQF 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 NZQF 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