

Field **Service Sector**

Reinstatement of *Contact Centre Operations* unit standards

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	16776, 16784

The Skills Organisation has reinstated the unit standards listed above.

Date new versions published

July 2018

Summary

The Skills Organisation has reinstated unit standards 16776 and 16784 until 31 December 2018. This is to allow learners currently enrolled in the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643] or the National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader) [Ref: 0739], to meet the qualification requirements by 31 December 2018.

Main changes

- Unit standards 16776 and 16784 have been reinstated on the Directory of Assessment Standards. The unit standards remain expiring and the last date for assessment for both unit standards is 31 December 2018.