

Field **Service Sector**

Rollover of *Contact Centre Operations* unit standard

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	26848

Ringa Hora Services Workforce Development Council has completed the rollover of the unit standard listed above.

Date new versions published

December 2021

Summary

The above unit standard was rolled over to extend the last date of assessment. This change was made to ensure that current enrolments in all programmes containing the unit standard are able to complete their enrolment before the unit standard expires.

Main changes

- Last date for assessment for the unit standard was amended from 31 December 2021 to 31 December 2022.