

**Field      Service Sector**

**Revision of *Contact Centre Operations* unit standard 31383**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Contact Centres	Contact Centre Operations	31383

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

**Date new version published**

**March 2022**

**Planned review date**

**December 2023**

**Summary**

The Skills Organisation (Skills) has previously apologised to New Zealand Police, as when the unit standard was reviewed in 2018, Skills did not include Emergency Comms representation in the review of the standard, which would have identified that there was a problem in adding the Consumer Guarantees Act 1993 and Fair Trading Act 1986 to unit standard 31383.

The alignment and assessment evidence for this unit standard match and comes from various parts of the national police training programme for 111 operators when performing their role in a 111 centre, and not just a specific assessment of this unit standard that needs some questions to be tweaked to cover these extra items.

Emergency Comms operators are not currently part of any of the 111 operator training modules and so there will be no evidence of them meeting the requirements of these pieces of legislation occurring naturally as part of their training programme or doing their job. To cover this, New Zealand Police will need to develop a whole new training module and additional assessment that will then be added to the national 111 operator training programme just to assess these additional legislation which are completely irrelevant to these operators, their job and the training they have undertaken.

**Main changes**

- Performance criterion 1.1 range was amended to rectify the identified problem and allow learners to successfully achieve this unit standard.
- Relevant legislation updated for currency.
- Purpose statement was amended to align with the outcome.