

Field Service Sector

Reinstatement and extension of expiry date of *Contact Centre Operations* unit standard 26848

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	26848

Ringa Hora Workforce Development Council has completed the reinstatement and extension of expiry date of the unit standard listed above.

Date new version published

April 2023

Summary

The above unit standard was reinstated as expiring in order to allow existing trainees to complete their enrolments.

Main changes

- Unit standard 26848 was reinstated as expiring, with an expiry date of 30 June 2023.
- Last date of assessment for versions 2-4 was changed to 30 June 2023.

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit	Previous expiry date	New expiry date
26848	Demonstrate knowledge of legislation applicable to contact centres	3	3	31/12/2022	30/06/2023