

Field: *Management and Commerce*

Change report for the review of Contact Centres New Zealand Qualifications

Reviewed qualifications

[Ref]	Version	Qualification title	Level	Credits
2303	2	New Zealand Certificate in Contact Centres	3	65
2304	2	New Zealand Certificate in Contact Centres	4	60

Review information

Qualification Developer	Ringa Hora Services Workforce Development Council
Reason for the review	5-year review cycle
Review date	August 2023
Outcome date	September 2023
Next review date	December 2028

Summary of review and consultation process

Ringa Hora Services Workforce Development Council consulted with the relevant stakeholders for these qualifications and associated unit standards. The stakeholders consisted of government agencies and providers.

Consultation highlighted that the Level 3 qualification is fit for purpose and there is no need for changes to be made.

Consultation further highlighted that there is no uptake of the Level 4 qualification since the only provider that offered the qualification withdrew their programme.

Main changes resulting from the review

New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303-3]

The following were updated:

- Qualification developer details, version and review dates were updated.
- Education Pathway was updated by removing reference to New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304].
- Qualification award information detail was updated.
- Assuring consistency requirements were updated.
- General conditions for the programme were updated to include Te Tiriti o Waitangi statement to providers.
- Endorsement considerations were included in the General Conditions to guide programme developers.
- The last date of assessment for version 2 of this qualification has been extended from 31 December 2024 to 31 December 2025.
- Additional transition information was updated to include SSB details.

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

The following were updated:

- Qualification developer details, version and review dates were updated.
- Qualification has been set to expire on 31 December 2024 without replacement.
- Qualification award information detail was updated.
- General conditions for the programme detail was updated.
- Assuring consistency requirements were updated.
- Additional transition information was updated to include SSB updates.

Review outcome

Reference	Version	Reviewed qualification	Outcome category	New qualification details/version (if applicable)
2303	2	New Zealand Certificate in Contact Centres (Level 3)	<i>B-New version of qualification</i>	2303-3
2304	2	New Zealand Certificate in Contact Centres (Level 4)	<i>D-Qualification will expire with no replacement</i>	2304-3

Qualification review outcome categories

Outcome	Result	Category
No changes are identified to the qualification	Qualification version number and NZQF ID remain the same. New review date is required.	A
Minor changes are identified to the qualification	New version of qualification is required (NZQF ID remains the same). New review date is required.	B
Significant changes are required to the qualification	New replacement qualification is required with a new NZQF ID. The existing qualification will expire.	C
The qualification is no longer required by industry	The qualification will expire with no replacement.	D

Transition information

Reference	Version	Qualification title	Last date of entry*	Last date of assessment
2303	2	New Zealand Certificate in Contact Centres (Level 3)	N/A	31 December 2025
2304	2	New Zealand Certificate in Contact Centres (Level 4)	31 December 2023	31 December 2024

*only required for outcome category C or D

Any additional information

It is not intended that any existing candidate be disadvantaged by these transition arrangements; however, anyone who feels they have been disadvantaged may appeal to:

Ringa Hora Services Workforce Development Council
PO Box 445
Wellington
New Zealand

Phone: 04 909 0306

Web: www.ringahora.nz

Email: qualifications@ringahora.nz