

Review of *Contact Centre Operations* unit standard 31381

Subfield	Domain	ID
Contact Centres	Contact Centre Operations	31381

Ringa Hora Services Workforce Development Council (WDC) has completed the review of the unit standard listed above.

Date new version published

August 2024

Summary

Ringa Hora Services Workforce Development Council recently reviewed unit standards in the *Contact Centre* subfield. Thirteen *Contact Centre* unit standards were expired (Category D) in May 2024. Unit standard 31381 was an oversight and should have been included earlier and also set to expire (Category D). This unit standard was originally developed to meet the graduate profile outcome (GPO) in the New Zealand Certificate in Contact Centres (Level 3) [Ref: 2303-2]. As part of the rollout of skill standards, the review panel agreed to create a new suite of skill standards to support programmes leading towards [Ref: 2303-3] onwards.

Development and consultation occurred from June to December 2023 with the involvement of subject matter experts from New Zealand's contact centre sector, industry associations, and training providers. This process was carried out by email and through face-to-face and online meetings to co-create new contact centre skill standards and consider feedback to ensure the new skill standards would be fit for purpose. Changes were made to the skill standards from feedback and confirmed by the subject matter experts.

Main changes

- This unit standard was set to expire with a last date of assessment of 31 December 2026.

Category D unit standard will expire at the end of December 2026**Detailed list of unit standard – classification, title, level, and credits**

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit	Review Category
31381	Demonstrate knowledge of emotional and mental well-being to manage self within a contact centre environment	3	10	D