



## GET A HEAD START ON 2010 – START TRAINING NOW

LOOKING FOR THE PERFECT NEW YEAR'S RESOLUTION FOR YOUR CONTACT CENTRE? WHY NOT CONSIDER NATIONAL QUALIFICATIONS TRAINING. IT'S CERTAINLY THE RECOMMENDATION OF GLENN HURT, BAYCORP LEARNING AND DEVELOPMENT TRAINER. WITH 19 STAFF CURRENTLY TRAINING TOWARDS THE NATIONAL CERTIFICATE IN CONTACT CENTRE OPERATIONS [LEVEL 3], HE'S SEEN SOME VERY REAL BENEFITS AND BELIEVES TRAINING CONTACT CENTRE PROFESSIONALS TO THE NATIONAL STANDARD JUST MAKES SENSE!

Now over halfway through the qualification, Glenn says the Baycorp trainees are really empowered and certainly keeping him on his toes. "Training to the national standard has given our contact centre staff recognition for what they do every day and it's highlighted their commitment and passion. Organisationally, there's a great sense of team spirit and connection which has really helped improve time management and efficiency and it's reinforced what we already do," says Glenn, who is delighted with the benefits to-date. "It also gives those who are in the programme the opportunity to enhance their existing skills and knowledge. This takes them to 'the next level', which can then lead to increased opportunities within the organisation as a result".

Baycorp are right in behind the training efforts of their staff, and a lot of planning has gone on behind the scenes to make sure staff have the necessary support. Glenn is constantly communicating with trainees and assessors and posts regular credit updates to generate excitement and reinforce the availability of support. "We've tried to be as clear as possible about our expectations so that if staff do have any problems, they come to us sooner rather than later. We treat national qualifications training as a privilege and we do have a waiting list, but of course we're 100% committed to helping those already training to succeed."

ETITO Learning and Assessment Consultant, Tracy Henderson has been impressed with the passion within the training and assessment team, and cites the individual acknowledgement and support offered to staff as key to their success.

Looking to 2010, Glenn can't wait to get stuck into helping his team of trainees complete the qualification. Like every workplace Baycorp has workload peaks and troughs and the team will be taking advantage of downtime in January to make some in-roads into assessment, before hopefully extending national qualifications training to more staff later in the New Year.

"For me, it's a no-brainer – why wouldn't you do it? The qualification's been developed specifically for the New Zealand contact centre industry, it's quite possibly the first qualification that some of our staff have gained, and it's achievable. Sure, it takes time and commitment, but with the right amount of effort, every single person here is capable of it. National qualifications training just makes sense."

If you'd like to find out more about training your staff to the national standard – and how you can get a head start on 2010, [visit www.etito.co.nz](http://www.etito.co.nz) or contact an [ETITO client relationship manager](#).