



LOOKING FOR ADVICE ABOUT NATIONAL QUALIFICATIONS TRAINING? WE'RE HERE TO HELP

WHETHER YOU'RE CONSIDERING TRAINING TO THE NATIONAL STANDARD, OR HAVE ALREADY BEEN TRAINING FOR A WHILE, ETITO OFFERS A FULL RANGE OF SUPPORT TO HELP MAKE YOUR NATIONAL QUALIFICATIONS TRAINING EXPERIENCE A SUCCESSFUL ONE.

As the national standards setting body for the contact centre industry, ETITO has everything you need to help ensure the smooth delivery of national qualifications training in your workplace – and enable contact centre professionals across New Zealand to reach their national qualifications training goals.

If you're already training to the national standard, or maybe just considering it, ETITO's client relationship managers and learning and assessment consultants can provide expert advice and support that will help ensure you make the best decisions for your workplace. This means advising on everything you need to know about setting up national qualifications training and workplace-based assessment in your contact centre, and providing a range of assessment guides and tools. ETITO will also help you design and manage individual training plans for your staff and guide you through the implementation process as you find your feet.

As the real work gets underway and the first major assessments start rolling in, ETITO learning and assessment consultants will be right there to help you iron out the details. And, it doesn't stop there. No matter how long you've been engaged in training, throughout the whole process, ETITO's client relationship managers and learning and assessment consultants are always just a phone call away!

National qualifications training is a challenge ETITO can help you meet - our staff are available to answer any questions, or queries you may have about the national qualifications training process, to contact them [click here](#)