



GET RECOGNISED FOR YOUR CONTACT CENTRE MANAGEMENT EXPERTISE! GET THE NATIONAL DIPLOMA IN CONTACT CENTRE MANAGEMENT [LEVEL 5]

IF YOU'RE UP FOR A CHALLENGE AND THE REWARD OF ACHIEVING A LEVEL 5 NATIONAL QUALIFICATION, THE NATIONAL DIPLOMA IN CONTACT CENTRE MANAGEMENT COULD BE JUST WHAT YOU'RE LOOKING FOR. DESIGNED FOR THOSE WHO WANT TO BROADEN THEIR CONTACT CENTRE MANAGEMENT SKILLS [AND GET RECOGNITION FOR IT], THE DIPLOMA IS IDEAL FOR MANAGERS AND SENIOR STAFF WHO STRIVE TO BE AT THE TOP OF THEIR GAME.

The National Diploma in Contact Centre Management [Level 5] is a great way for contact centre managers to gain recognition for what they do every day, formalising their experience and showing colleagues and employers that they have high level contact centre management skills. Gaining the diploma also sets a great example for other employees, highlighting that the contact centre industry offers a valid career path – that it's a profession, not just a job.

Right now there are currently 15 people working their way through the 80 compulsory credits and 40 elective credits that make up the National Diploma in Contact Centre Management [Level 5]. These credits cover contact centre skills and knowledge such as planning and allocating work, use of technology and awareness of technology developments, managing operations and preparing business plans and budgets. Included alongside this are credits which cover generic management skills such as developing and coordinating people, organisational direction and strategy, management systems and resources and change management.

The qualification also has an elective component which gives candidates a choice of unit standards from business, economics, computing and interpersonal communications. And, if you've already completed some New Zealand Diploma in Business papers you may be exempt from the elective requirement.

For more information about the National Diploma in Contact Centre Management [Level 5] and how it can help you add that extra shine to your contact centre career, contact an [ETITO client relationship manager](#) or visit our website www.etito.co.nz today.