

BLAZING A TRAIL

Jackie Tamati from Far North District Council is no stranger to national qualifications training. With the National Certificate in Contact Centre Operations [Level 3] already under her belt she jumped at the chance to be part of ETITO's pilot of the National Certificate in Contact Centres – Team Leader [Level 4], one of two new strands recently introduced to the contact centre career pathway.

As a Council employee for five years, Jackie has spent the last three years in customer service. An enthusiastic and organised trainee, Jackie's greatest challenge in undertaking the Team Leader qualification was completing some of the unit standards which came outside her area of expertise. "National qualifications training is not brain surgery, it's stuff you know and do every day," says Jackie. "On the other hand, the organisational structure unit standards were a wee bit beyond my area of responsibility, so I was very challenged by that." Thanks to the support of her manager and employer however, Jackie was able to work through the difficulties and gain some valuable new skills.

It's very clear that overcoming the challenge has had very real benefits for all. Jackie now has a much broader understanding and perspective of where her role sits within the wider organisation and has become a strong advocate for national qualifications training amongst her colleagues.

Jackie, who is also a qualified workplace assessor, has recently signed on again with ETITO to complete the National Certificate in Business Administration and Computing [Level 3] and the new National Certificate in Contact Centres – Senior Customer Service Representative [Level 3]. Leading the charge, she's also encouraging her fellow team members to take up the challenge and make the most of the opportunities presented to them by national qualifications training.

"I love learning," smiles Jackie. "The fact that I'm working towards national qualifications is really attractive to me. Even though I'm doing it at work, it's something I have for myself as a personal achievement, and I can take it with me wherever I go."

If you'd like to find out more about the two new national qualifications on the contact centre career pathway, contact your [ETITO client relationship manager](#).

