

HAVE YOU RECENTLY STEPPED UP INTO A LEADERSHIP?

GET THE QUALIFICATION TO MATCH WITH THE NATIONAL DIPLOMA IN CONTACT CENTRE MANAGEMENT [LEVEL 5] AND TAKE THE NEXT STEP IN YOUR CAREER.

Gaining this comprehensive national qualification has certainly helped Lynn Green make a really positive impact in her contact centre management role.

Since completing her National Diploma in Contact Centre Management [Level 5] in 2006, Lynn has become Contact Centre Manager at Consumer New Zealand in Wellington and has implemented the National Certificate in Contact Centre Operations [Level 3] as the benchmark for all her Consumer New Zealand contact centre professionals.



Lynn is a strong advocate for national qualifications training, but it's not surprising when you consider how it's influenced her career pathway. Having completed contact centre national qualifications at levels 3, 4 and 5 as well as continuing to work towards the National Certificate in Business Administration and Computing [Level 3], she knows firsthand how it's helped her advance her career, giving her a new perspective of the business side of things as well as the knowledge to shape and drive performance. "Gaining the diploma has enabled me to set an example for my staff, which in turn has highlighted that the contact centre industry offers a valid career path – that it's a profession, not just a job."

ETITO Learning and Assessment Consultant Joanne Cornford agrees, and adds, "The National Diploma is a great way for contact centre managers to gain recognition for what they do every day, formalising their experience and demonstrating to colleagues and employers that they have high level contact centre management skills."

Designed to broaden contact centre management skills and challenge even the brightest contact centre stars, the diploma covers everything from planning and allocating work and the use of technology and awareness of technology developments, to managing operations and preparing business plans and budgets. It also includes generic management skills such as developing and coordinating people, organisational direction and strategy, management systems and resources and change management.

In addition to her role at Consumer New Zealand, Lynn has recently become an ETITO Recognition of Current Competency and Prior Learning [RCCPL] assessor and has plenty of helpful hints for anyone considering taking up the National Diploma. "Undertaking the Level 5 can be daunting. It's undoubtedly a big commitment, but perfectly manageable if you work to your strengths and chunk it down into sizes you can handle. Give yourself a timeframe for each unit standard and get stuck in."

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.