

New version of contact centre level 3 qualification now registered

May 2009

The National Certificate in Contact Centre Operations [Level 3] has been revised to include recently reviewed unit standards. The revised qualification is now registered and has been published on the NZQA website.

From now all new candidates engaging in the National Certificate in Contact Centre Operations [Level 3] will be enrolled in the new version of the qualification. Anyone already working towards this qualification may either complete the current version or transfer to the new version. However, candidates currently working towards the current version will no longer be assessed against the expired unit standard 11819.

For detailed information about the changes to the qualification, see [Review Summaries](#) on the NZQA website.

If you have any questions, please contact your ETITO client relationship manager or click here for [contact details](#)

