

Contact centre qualification[s] registered with NZQA



March 2009

The National Certificate in Contact Centres with strands in Senior Customer Service Representative and Management [Team Leader] [Level 4] was registered by the New Zealand Qualifications Authority [NZQA] on Friday 5 December 2008. You can check out this qualification on the NZQA website.

The new qualification is the result of a review of the National Certificate in Contact Centre Management [Team Leader] [Level 4] and has been designed for people who are working as, or training towards, senior customer service and/or team leader roles.

With two strands, one for senior CSRs and another for those holding the position of team leader, each containing its own elective and compulsory units, this qualification highlights the various roles within contact centres and helps recognise senior CSRs for stepping up and taking on more responsibility.

ETITO is currently developing assessment material and anticipates the new version of the qualification will be available for industry use in mid-2009.

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