

# New integrated assessment material shines at assessor forums



**March 2009**

The first Contact Centre assessor forums for 2009 kicked off with a bang in Auckland last week.

The forums, which introduced the new integrated assessment material for the National Certificate in Contact Centre Operations [Level 3], were hosted at Fisher and Paykel and TelstraClear and were preceded by the opportunity for both contact centres to show off their fantastic facilities!

This was followed by an introduction to ETITO's new integrated assessment material which has been designed to reduce the duplication of evidence gathering across unit standards and the amount of time assessors spend completing paper work. Essentially, trainees are more responsible for ensuring they get through the qualification, and their manager or team leader can sign off on workplace learning.

Forum participants had the chance to work together in small groups and spend time familiarising themselves with the new material. The initial feedback indicates that the changes to the assessment material were positive and ETITO would like to encourage assessors to contact their learning and assessment consultant should they run into any teething problems so that they can be ironed out quickly.

The introduction of the new integrated assessment material coincides with the new and improved online assessor material on the ETITO website which is now all ready to be used.

Zeena Khan, Team Manager – Collections from Fisher and Paykel was very impressed with the new workbooks and excited about the prospect of spending less time chasing up candidates. "Fisher and Paykel put emphasis on the fact that gaining this qualification is a privilege and not a given. We want to encourage our staff to get qualified, but we're not about to just hand it to them. The new integrated assessment material allows the candidate to work independently at their own pace while still receiving the individual support that they need."

If you would like to find out more about the new integrated assessment material, or perhaps volunteer to host the next assessor forum please contact your learning and assessment consultant.

