



## QUALIFICATION REVIEW: NATIONAL CERTIFICATE IN CONTACT CENTRE OPERATIONS [LEVEL 3] AND THE NATIONAL DIPLOMA IN CONTACT CENTRE MANAGEMENT [LEVEL 5]

As the national standards setting body for the contact centre industry, ETITO is required to review the existing qualifications and standards to ensure they remain current and or fit for purpose.

Working in partnership with industry to carry out such processes, ETITO is delighted to announce that the review for the National Certificate in Contact Centre Operations [Level 3], the National Diploma in Contact Centre Management [Level 5] and the associated unit standards that sit within these qualifications is now underway.

ETITO is seeking expressions of interest from people who would like to be a part of the proposed consultation group, contributing their knowledge and expertise to help inform the shape and content of the qualifications. By participating you will take an active part in ensuring the continuing relevance of the training packages for your industry.

### **Anticipated development process:**

- Approximately four one-day meetings held at ETITO offices in Auckland, Christchurch, and Wellington [video conference linked to Auckland].
- Approximately 1-2 days of individual work between meetings sharing information within your own networks, and gathering feedback to bring back to the group.

If you would like to register your interest to be considered for the pending consultation group please contact me by **09 April 2010**.

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