



IMPORTANT UPDATE FOR CONTACT CENTRE AND SECURITY ASSESSORS

25 August 2010

ETITO currently makes available assessment material for unit standards in an integrated form, as well as individually for unit standards.

Given the ongoing changes that occur with these standards, and the fact that qualification reviews are on the radar, ETITO has decided to cease producing integrated material.

Assessors will still be able to readily and confidently access the assessment material they need using individual unit assessment tools on our website. These remain unchanged.

Only the integrated material will be removed from the site as of **24 September 2010**. After qualification redevelopment, ETITO will reconsider producing integrated material.

ETITO apologises for any inconvenience this may cause and trusts assessors will appreciate the decision has been taken in order to continue the provision of clear, consistent and robust tools to help assessors in their valued roles.

If you have any questions please contact your usual Training Manager or Mike Hull, Northern Regional Training Manager, by email: mikehu@etito.co.nz or tel: 09 583 1368.