

PROFILE

Qualification title

The NZQA National Certificate in Contact Centre Operations (Level 3).

Who can complete this?

Any Contact Centre Operator who's working in a Call Centre or Contact Centre in New Zealand.

Length

It can be completed over one year while working in a Contact Centre.

How?

The qualification is completed while you work. Module resources and support are provided to you. You work with your manager and assessor to structure study time.

Where?

You complete this qualification at your workplace.

How much?

ESITO offers an online e-learning option to complete this qualification, as well as a subsidy.

Useful links

www.esito.org.nz/qualifications/industry_qualifications/Contact_Centre

Visit us on Facebook at the [ESITO Contact Centre Forum](#).

Become a fan!

Flexible e-learning training provides a great fit for Contact Centres

E-learning is here to stay. When you use an e-learning programme you save time and costs associated with training travel and the programme is always the same – no lost pages or different versions.

E-learning can wear many hats. It provides options for pre-training solutions, pre-employment checks, induction and qualification programmes, and it delivers information in many places, at one time.

E-learning can be a healthy mix in your training toolkit. E-learning works well with many different training solutions and reinforces training that occurs while you are 'on the job'.

In a world where people say they are 'time poor' e-learning can deliver targeted training to individuals at their pace – instead of the group's pace. Resources such as a trainer and space are used wisely alongside any e-learning programme. Training concepts can be applied immediately to on the job tasks – promoting higher customer satisfaction scores than those who receive their training in a classroom setting.

Jade Arnott, the Training Representative in a Power Company who implemented the e-learning programme said: "When the e-learning solution was introduced to our centre, we found the students' motivation was a lot higher, the material they were studying was relevant and, more importantly, up to date. I could see at a glance from the tutor submissions whether student understood the material and were on the right track or not and easily nip it in the bud should they be on the wrong track in their thought processes. The tutor submissions could be used as additional evidence to support our assessment decision. The group loved it and learnt a lot."

The evidence of great outcomes is compelling. A 90 percent completion rate by this method – this is double the national average across traditional training programmes. For one such organisation entering into the fourth generation of trainees on the e-learning programme they can also proudly state that they have retained all trainees on the programme in the company in this time.

For more information contact Ange Brooking

Retail Sector Project Manager

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