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Sent: Wednesday, 5 October 2016 12:08 PM
To: Chambers - Clancy DP
Cc: Chambers - Roe C; Kristin.Barlow@cpsu.org.au
Subject: The CPSU's proposed variation to the classification structure in the Contract Call Centres Award

Dear Deputy President Clancy

I refer to the 4 Yearly Review of the *Contract Call Centres Award 2010* and the CPSU's proposal for a new classification of Customer Contract Trainer to be included in the Customer Contract Stream of the Award.

At the Conference on 2 September 2016, Ai Group was asked to report back in about one month's time on the progress of discussions with the CPSU.

Ai Group has had an initial discussion with Mr Barlow of the CPSU and it has been agreed that there would be benefit in further discussions between interested parties to ensure that the relevant issues are fully explored and understood.

The classification structure in the *Contract Call Centres Award 2010* and the *Telecommunications Services Award 2010* are very similar. The classification structure was the outcome of a very lengthy and detailed negotiation process in 2001-02 between Ai Group, the CPSU and the CEPU in the context of the *Telecommunications Services Industry Award 2002*. The classification structure was then adopted for the purposes of the *Contract Call Centre Industry Award 2003*.

Issues for discussion in respect of the CPSU's claim include:

- The type of work carried out by the employees who are the subject of the CPSU's claim;
- The industrial instruments, if any, that are currently being applied within the contract call centre industry to the employees who are the subject of the CPSU's claim;
- The extent to which employees who carry out training functions are currently covered under the Customer Contact Stream in the classification structure of the Award;
- The extent to which employees who carry out training functions may be currently covered under other streams in the classification structure;
- The qualifications, training modules and competency standards in the Industry Training Package that are linked to the classification structure in the Award, including those that relate to training functions.

It has been agreed between the parties that a meeting will be held within the next fortnight to continue the discussions.

The parties will inform the Commission of the progress of the discussions following the above meeting.

Yours sincerely

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