

From: Stephen Smith [mailto:Stephen.Smith@aigroup.com.au]
Sent: Monday, 29 May 2017 10:38 AM
To: Chambers - Roe C; AMOD
Cc: Kristin Barlow; jknight@asu.asn.au
Subject: AM2014/222 and AM2014/248 - Contract Call Centres Award and Telecommunications Services Award

Dear Commissioner Roe

We refer to your Report to the Full Bench of 19 May 2017 regarding the Contract Call Centre Award 2010 and the Telecommunications Services Award 2010. We have noticed an apparent error in the following paragraph of the Report:

[2] The matter relates to the proposal by the CPSU and the ASU to insert classification for trainers in the Contact Call Centre Award 2010 and the Telecommunication Services Award 2010. This matter was the subject of further conference before me and also to a number of separate discussions between the ASU, CPSU and Ai Group. The three parties have now reached an agreement on proposed changes to the two Awards. The proposed changes to the classification definitions to deal with the issue of training are set out in the attached correspondence.

The above paragraph indicates that the parties have reached an agreement on proposed changes to the classification definitions in the two awards. However, the parties have agreed, as set out in the CPSU correspondence attached to the Report to the Full Bench:

- On proposed changes to the classification definitions in the Contract Call Centres Award 2010; and
- That changes will not be made to the classification definitions in the Telecommunications Services Award 2010.

Yours sincerely

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