

# CONTACT CENTRE

## PRE-EMPLOYMENT TRAINING



Each and every year, we provide training, upskilling and employment opportunities to over 10,000 people across the UK. As a candidate, you'll be better prepared for your new role and be better placed to succeed at interview.

Our training and employment support has been built around the specific needs of the employer and so, by completing the course, you will be perfectly aligned to the job role and company.

We guarantee each and every candidate an interview upon course completion. We will also continue to work with you, should you need further support or wish to change roles.

**SCAN  
HERE!**



### LEARNER FEEDBACK



*“I wanted to change industries and move to a role within a contact centre. The course taught me all the skills needed to apply and succeed in this industry.”*

**Madhavi Mukherjee**

*“The course itself is wonderful, everyone should do it, I couldn’t recommend it enough to anyone. I now have a job working full time from home.”*

**Paris Pocock**



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### COURSE CONTENT

This online course is aimed at individuals who are looking to work within the contact centre industry or secure work within a contact centre. Learners will receive expert level training and a qualification designed to help them improve their knowledge and abilities to deliver excellent customer service.

The course consists of the following qualifications:

- Level 1 Award in Digital Contact Centre Operations
- Level 2 Award in Digital & IT Skills
- Level 1 Award in Cyber Security

Full guidance and support will be provided throughout the 18-day programme. Your work will be assessed through portfolio based evidence and you will receive coaching and support to make sure you are fully prepared to progress into employment.



**SCAN HERE  
TO SIGN UP!**

### ENTRY REQUIREMENTS

- Age 19+
- Unemployed
- Good standard of Maths and English
- Good communication skills
- Committed and willing to learn
- Eligible to work in the UK

### BENEFITS OF PRE-EMPLOYMENT TRAINING COURSES

- 👉 Become qualified in your preferred sector
- 👤 Continuous employment support
- 👑 Build your confidence
- 📝 Improve your CV with a new qualification
- 🧠 Develop employability skills
- 👤 Progress into employment