

# Looking for part time work in a Contact Centre?

## 20th November

## ONLINE CONTACT CENTRE COURSE



**GUARANTEED INTERVIEWS  
FOR FULL & PART TIME ROLES WITH  
TELEPERFORMANCE**

This course is aimed at candidates 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 in Contact Centre Operations*
- *Level 2 Certificate in Team Leading*

Full guidance and support will be provided throughout the 10-day programme. Your work will be assessed through portfolio based evidence. You will receive coaching and support to make sure you are fully prepared for the interview and progression, into employment.

**Learners must complete short initial assessments prior to being enrolled onto the course.**

**Without the completion of the assessments, the candidate cannot start the course.**

**OPEN DAY - 15th November at 11am**

Methodist Hall, Oldham Street, Manchester M1 1JQ

### **ENTRY REQUIREMENTS**

- Born before 31st August 2004
- Unemployed
- GCSE in English - Grade E or above
- Good communication skills
- Committed and willing to learn
- Lived in the UK for the last 3 years

**IMPORTANT:** Candidates must have access to a PC, Laptop or tablet, plus Internet access.

*Smart Phones will not support course content.*

### **HOW THE COURSE WORKS**

- Induction with tutor over the telephone
- Contact with tutor throughout the course via telephone, email and Microsoft Teams (video chat)
- Online delivery Microsoft Teams sessions are held between 9am-5pm, with the tutor, whom delivers key elements of the unit
- Learners progress to complete the work with their tutor on hand for support