

Telesales & Contact Centre Training



The **Contact Centre Apprenticeship** is designed for anyone working in a contact centre environment whether they are new to the industry or already have some experience. It covers all areas including call handling (incoming and outbound), IT support, helpdesk and answering queries from email, internet, extranet and fax communications.

A **Telesales Apprenticeship** is suitable for both new starters and experienced people working in a sales environment where they may be selling products via the telephone. It is suitable for people who have limited sales experience wishing to develop their selling skills or those who are more experienced, aiming to further develop themselves personally and professionally.

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The Telesales and Contact Centre Apprenticeships and their component parts:

Telesales Apprenticeship

- 6-12 months duration (approx)
- Provides new skills and a thorough grounding for both new and existing employees
- Academic equivalent to Intermediate GNVQ or 4-5 GCSEs

Component parts

- NVQ Level 2 - Mandatory and Optional Units
- Key Skills Level 1 - Application of Number, Communication, Improving own performance and learning.
- One of the following:
 - Employment Rights and Responsibilities
 - Key Skills (Level 2)
 - Additional NVQ unit at Level 2 or above

Contact Centre Apprenticeship

- 6-12 months duration (approx)
- Successful completion will contribute towards university entrance requirements
- Academic equivalent to Advanced GNVQ or 2 A Levels

Component parts

- Employment Rights and Responsibilities (ERR)
- NVQ Level 2 - Mandatory and Optional Units
- Key Skills Level 1- Application of Number, Communication, Induction covering ERR

The Benefits of Apprenticeships/NVQs

- Provides new and develops existing skills
- Training delivered in the workplace
- Designated Vocational Learning Advisors who visit by appointment only
- Enhances future career prospects
- Provides a sense of achievement
- Gains a nationally recognised and valued qualification

Funding Criteria

- Work a minimum of 16 hours per week
- Not in full time education
- Must be a European citizen

Funding is available for the majority of cases. To find out more please contact us on the freephone number below.