

## The learning programme >>

The learning programme consists of 25 learning modules designed to develop Contact Centre skills, attitudes and behaviours as well as providing clients with the opportunity to reach the required levels of literacy and numeracy in order to sustain their participation in the Contact Centre Industry.

### The learning programme modules >>










- Induction, Team building, Motivation
- Communication Skills
- Vocal Qualities
- Keyboard and database
- Industry knowledge and site visits
- Listening Skills
- Using Contact Centre Systems
- Applying soft and hard skills: system Role Plays
- Managing Conversations
- Coaching and 1:1s
- Giving Feedback
- Application of managing conversation skills
- Team working
- Customer Service
- Word processing
- Using Positive Language
- Positivity and positive mental attitude
- Preparing for employment – writing CVs
- Handling Sales
- Angry and Difficult Customers
- Stress management
- Data Protection
- Interview technique

Each of the programme learning modules aims to improve the following vital skills:

- Communication
- Application of number
- Information & communication technology
- Problem solving
- Improving own learning and performance
- Literacy
- Numeracy
- Contact Centre skills

### The richness of the programme >>

To ensure that every client leaves the programme with this broad range of skills and attributes, each session within every programme learning module has been 'signposted' so that clients truly recognise that they are training for more than just a job! These signposts have been colour coded throughout:

	e-skills and NOS
	Literacy
	Numeracy
	Application of number
	Communication
	Information communication technology
	Problem solving
	Improving own learning and performance
	Working with others



*"After 20 years of being at home to bring up my family I decided that it was time for me to return to work. I went to the jobcentre and they suggested I go on a go forward >> programme. It's hard to put down everything I learned from the course. I do know that I am a more confident person and the lessons I have learned here have made a phenomenal difference to my life. I will be forever grateful for that."*

Denise now works for a local firm, as a customer service advisor.

*"The programme is about giving people the skills and behaviours to get back into employment and most importantly to stay there and flourish in their chosen role and organisation. All of the team here are rewarded each and every time an individual is successful and begins a new life for themselves."*

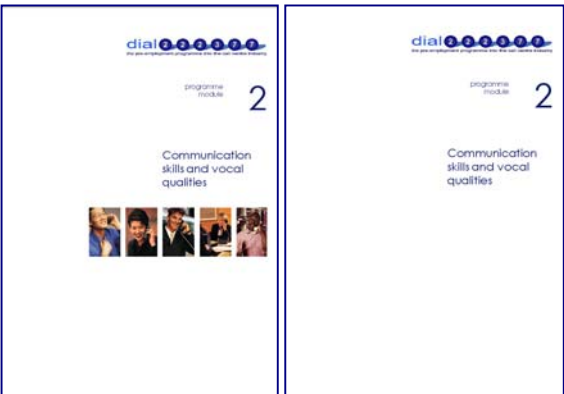
Shona Harper, Director CCP Ltd

## The resources to support the programme >>

Each programme learning module comes complete with learner guides which learners use and take with them, provider guides to ensure that trainers make the best use of all of the learning opportunities within the module as well as Satellite Activities – bonus learning for specific clients who either need a boost or require specific support. All modules are mapped with signposts.

## Learner Manager Guides

Learner manager guides provide guidance about the learning processes within the programme as well as best practice and underpinning knowledge on specific areas such as coaching and recruitment.



learner guides
provider guides

### Mapped and embedded learning

C
AoN
ICT
PS
IoL
WO

literacy

numeracy

e-skills

NOS level 1 (C&G)

1

2

3

4

Satellite activities

All of the resources come in full colour and are designed to attract and engage the client in dynamic learning.



go forward >> **the** only pre-employment programme into the contact centre industry!

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