

LEVEL 1 AWARD IN DIGITAL CALL CENTRE OPERATIONS

This qualification informs and guides learners through the process of sourcing, applying for and securing employment in a digital call centre environment. It provides a structured route with knowledge and skills in both the generic skills required and the specific industry introduction skills and knowledge

Brush up on your numeracy skills, too, whilst achieving this professional qualification. We help you get the practical skills (including how to use numbers) that you need for working in this sector.



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Course Objectives and Subjects Covered

- Behaviour and Standards at Work
- Digital presence, awareness and safety
- Provide contact centre customer service
- Portray a customer-friendly and positive attitude in a call centre environment
- Incoming telephone communication and sales
- Supporting customers by working with others in a contact centre
- Outgoing telephone communication and sales

Are you eligible?

- Aged 19+
- Unemployed and currently on benefits
- Not already completed a previous employability qualification
- PLUS—Have access to a laptop/tablet with Wi-Fi access

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or email us at upskill@steadfasttraining.co.uk



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