

Sector training overview

Contact Centre

In addition to the comprehensive employment support and coaching interventions we provide to all candidates on our programme, we also deliver in-depth, sector-specific training on their existing or a new industry.

This training comprises a 10-minute insight video followed by a 40-48 page interactive workbook. The workbooks are divided into eight topics covering relevant information for anyone wanting to work in the sector. After each topic is completed, the candidate is required to complete a 'knowledge check' to ensure they've understood the key learnings.

Once the workbook is complete, the candidate will develop an action plan and set goals to support their journey to secure work within that sector.



Employment support and coaching



10-minute sector insight video



40-48 page sector workbook



Complete action plan and set goals

Topic 1 - Introduction to Contact Centre

In this section, we provide an overview of the contact centre sector and explain the difference between a call centre and a contact centre. The workbook also details different types of contact centres – from inbound and outbound to web-enabled and telemarketing. It also includes a section on legislation and standards required for contact centre services.

Topic 2 - Job roles and a career in Contact Centre

We explore the different types of contact centre roles available, highlighting that whilst the duties of the role are often similar, the nature of services delivered can vary greatly. The workbook also provides useful career path steps for anyone wanting to work in the sector.

Topic 3 - Knowledge, skills and attitudes for Contact Centre

This section is designed to prepare a candidate for the skills required to work in the sector. We emphasise the requirement for good IT and keyboard skills, as well as the concept of 'people skills' and importance of interpersonal skills. The workbook also explores the behaviours required for working in a contact centre.

Topic 4 - Communication skills

We outline the communication skills required for working in a contact centre and explain the different types of communication styles. The workbook also explores other methods of communication and details the benefits of active listening.

Topic 5 - Transferable skills

This section is particularly useful for candidates who are looking to upskill and become work-ready for a new sector. We explain the concept of transferable skills and how they can be identified and applied to a new workplace setting or sector.

Topic 6 - Equality and diversity

In this topic we explain the Equality Act 2010 and the guiding principles within it, including: what the act is there to do, what pieces of legislation are covered and the nine protected characteristics. The workbook also explains the difference between equality and diversity and provides a summary on safeguarding.

Topic 7 - Health and Safety

We provide an overview of health and safety requirements in the contact centre sector, including the Health and Safety at Work Act 1974. The workbook highlights other health and safety considerations for the sector. We explain what risk assessments are and how they are conducted in the contact centre sector environment.

Topic 8 - Employability skills

We focus on what employers in the contact centre sector are looking for when recruiting individuals. This section is designed to help candidates best position themselves for a role in contact centre services. The workbook also lists useful adjective words that highlight strengths and interpersonal skills for the sector. This will help a candidate with their CV preparation. Finally, we explain the purpose of a company mission, vision and values – what they entail and what they mean to an employee. This section concludes by detailing the mandatory requirements to work in a contact centre, such as ID documents and Right to Work evidence through to DBS checks.

Action Plan

Once the learning section of the workbook is complete, the candidate is required to develop an action plan that details what they have learned and set goals to support their career in to the contact centre.

Glossary of terms

A glossary of terms can be found at the back of the workbook which lists key words used in the contact centre sector and can be referred to at any time.

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