

Are you recruiting?

Do you want to support unemployed people in your local community?



Then you need to be part of the SWCCF's **pre-employment training initiative!**

It's aimed at providing opportunities for unemployed people.

Working with a range of partners, the SWCCF will:

Identify people for the contact centre industry

Provide an intensive, week long course, giving people an understanding of what it's like to work in a contact centre

Train individuals in a range of bespoke contact centre skills, including Building Rapport, Communication, Listening, Cross Selling, Questioning techniques and more.

We are **looking for contact centres** to **guarantee an interview** following each course we deliver.

This initiative is an ideal addition to your recruitment strategy.

- It will help deliver your CSR targets
- It's **free of charge**

The course was **developed by members** of the South West Contact Centre Forum and is delivered only by trainers with **actual contact centre experience**.

"The Candidates are focused and determined to get back into the work place to make a positive impact on people both customers and colleagues" – DeeDeeJames, Recruitment Manager, Conduit

For full details contact **Grace**

029 2070 9800

grace@swcontactcentreforum.com