

Are you recruiting?

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



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

It's aimed at providing opportunities for unemployed people.

Working with a range of partners, the WCCF 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 Welsh 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 **Christine**

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