

Contact Centre Apprenticeship



Why choose a career in a Contact Centre?

The Contact Centre industry is one of the fastest growing in the UK. A career in this industry can be very varied. You could be working in sales, account management or advisory roles. Day to day tasks can include answering incoming calls, logging details, problem solving, outbound calling, completing sales via the telephone and upselling products. The skills learnt on this apprenticeship will provide you with great career prospects for years to come. If you are interested in this apprenticeship and currently in employment please speak to your employer and Group Horizon.

Funding

This programme is fully funded subject to eligibility. Please contact Group Horizon for current eligibility requirements.

Referral Process

Contact Group Horizon on **0800 002 9805** or **0191 497 7722** | Email us at referral@grouphorizon.co.uk
Check out our website www.grouphorizon.co.uk | Follow us on Facebook and Twitter [@grouphorizon](https://www.facebook.com/grouphorizon)

Duration

12 months for the Intermediate Level Apprenticeship and 12 to 18 months for the Advanced Level Apprenticeship.

What will I learn?

The apprenticeship consists of the following strands: Competence based element, Technical element, Skill element and Functional skills to improve literacy and numeracy if applicable.

Units include:

Using bespoke communication, Handling customer contact through communication media, Solving problems, Recording contact transaction, Cold calling and selling.

Qualification Received

Intermediate Apprenticeship in Contact Centre Operations or Advanced Apprenticeship in Contact Centre Operations.

Jobs You Could Move Into:

Intermediate Apprenticeship: Help Desk, Sales Advisor, Outbound and Inbound Sales.

Advanced Apprenticeship: Contact Centre Team Leader, Sales Team Leader, Help Desk Team Leader.

How will Group Horizon support me during my training?

You will receive regular contact and visits from an assessor who will be there to support you throughout the length of the apprenticeship. You will continue to work full time with an assessor visiting you every 6 to 8 weeks to provide training and support.



For further information please contact Group Horizon

Email: referral@grouphorizon.co.uk

Telephone: 0800 002 9805 or 0191 497 7722

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