



CONTACT CENTRE CAREERS

EVER CONSIDERED A CONTACT CENTRE CAREER?

The Launch Group, in partnership with some of the UK's leading contact centre employers has created a contact centre academy, aimed at upskilling individuals who wish to enter the industry.

We have a range of inbound and outbound positions available, working on a varied range of campaigns.

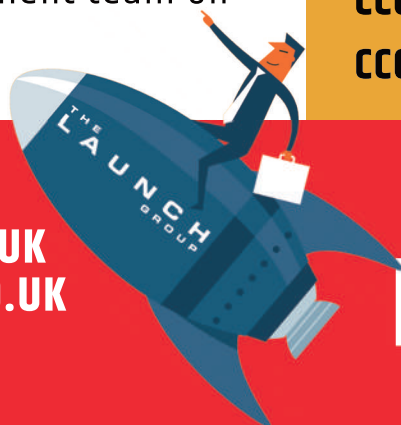
Our 2 week programme will offer you 3 industry recognised qualifications and a chance to meet with employers who are currently recruiting.

QUALIFICATIONS ON PROGRAMME

- Level 2 Certificate in Contact Centre Operations
- HABC Level 2 in Conflict Management
- HABC Level 2 in Customer Service

For more information on our Contact Centre programmes, contact our recruitment team on the contact details below.

W: WWW.THELAUNCHGROUP.CO.UK
 E: INFO@THELAUNCHGROUP.CO.UK
 T: 0191 261 8456



- ➔ GAIN x 3 CCO INDUSTRY RECOGNISED QUALIFICATIONS
- ➔ FULLY FUNDED PROGRAMME SUBJECT TO YOUR ELIGIBILITY
- ➔ HAVE YOUR TRAVEL EXPENSES PAID FOR DURING THE COURSE
- ➔ BE GIVEN INFORMATION ON THE RECRUITMENT PROCESS
- ➔ BE GUARANTEED AN INTERVIEW ON COMPLETION OF COURSE
- ➔ BE GIVEN A SITE TOUR OF THE EMPLOYER WORKPLACE
- ➔ SUPPORT FROM LAUNCH'S CCO SECTOR EXPERT TUTORS

Upcoming Programmes

- Location:** Jurys Inn Hotel, Newcastle
- Duration:** 2 Weeks (Mon - Fri)
- CC0201:** Monday 13th January 2020
- CC0202:** Monday 03rd February 2020
- CC0203:** Monday 16th March 2020
- CC0204:** Monday 20th April 2020

