

NELSON AND COLNE
COLLEGE

Business Centre

EMPLOYER SERVICES

**BUSINESS, ADMINISTRATION
AND CUSTOMER SERVICE**

A LONG-STANDING TRADITION OF EXCELLENCE



Training solutions for Business, Administration and Customer Service

All businesses rely on a professional, efficient and productive workforce. From administration to customer relations, we have courses available which will boost your company's workforce in a competitive marketplace.

At Nelson and Colne College Business Centre, we understand that you need courses and qualifications which are as individual as your company! Therefore, we can tailor-make courses to suit the needs of your business, filling in the 'skills gaps' and ensuring an efficient and productive workforce.

Our trainers and assessors have a vast range of experience of working in a variety of business settings and you can be sure that they will bring an exciting and invigorating approach to training which will enthuse your employees. We offer a wide range of high quality training solutions and qualifications aimed at improving the performance of your business.

Apprenticeships and Advanced Apprenticeships

| | |
|-----------------------------|---------------------------------|
| Business and Administration | Business Improvement Techniques |
| Customer Service | Team Leading |
| Contact Centre | Leadership and Management |
| ITQ for Computer Users | |

NVQs

| | |
|---------------------------------|--------------|
| Business Administration | IT |
| Business Improvement Techniques | Management |
| Call Handling Operations | Team Leading |
| Customer Service | |

Leadership and Management Qualifications

ILM Team Leading Levels 1 & 2
ILM Management Levels 3 & 5

Short Courses

Microsoft IT workshops or 1-to-1 training:

- Access
- Excel
- PowerPoint
- Outlook

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**For more information, please contact our
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