

NELSON AND COLNE
COLLEGE

Business Centre

EMPLOYER SERVICES

CALL CENTRES

A LONG-STANDING TRADITION OF EXCELLENCE



Training solutions for Call Centres

Call Centres 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 to 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

Contact Centres
Customer Service
Team Leading

Leadership and Management
Business Improvement Techniques

NVQs

Call Handling Operations
Customer Service
Team Leading

Management
Accountancy

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

Fist Aid in the Workplace
Health and Safety at Work

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**For more information, please contact our
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