

COURSE TITLE	CALL CENTRE AGENT
COURSE AIM	To enable the trainee to demonstrate ability in performing good customer care skills and telephone techniques in a Call Centre Agent position
COURSE CONTENTS	<ol style="list-style-type: none"> 1. Introduction 2. English Pronunciation and Conversation 3. Telephone Techniques 4. Customer Care 5. Call Centre Technology
DURATION	65 hours
SCHEDULE	Three times a week, mornings or evenings.
VENUE	At the ETC Training Complex in Hal Far.
ELIGIBILITY	Persons aged 16 years and over, with a good standard of spoken English.
FEE	Nil
CERTIFICATION	A Certificate of Achievement will be issued to candidates who pass an assessment set by the ETC.



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