



## WorkSkills and Customer Service Skills Booster

If you're looking for a great new career, come and train with the Job Gym and we'll give you the head start you need.

We work with some of the biggest contact centre employers in Stockport and Manchester who are looking to hire dozens of new staff every month. Training with the Job Gym is funded by the government with the support of Jobcentre Plus and it won't affect your benefits.

### Who can join the Job Gym?

You can join the Job Gym if you are over 19, unemployed and on benefits. Ask your Jobcentre Plus advisor to refer you or call us on 0333 220 6645 to book on to a no-obligation open day.

### What does it involve?

The 2 week skills booster course gives you:

- Training in the Job Gym's live contact centre
- Professional CV and interview coaching
- Job search support with big name employers

### Stage 1: Careers advice and skills assessment

The programme starts with a one day careers advice and skills assessment where we will provide you with impartial information about what jobs are available and which courses and qualifications may be suitable for your needs.

### Stage 2: Work skills

You will then study for an Edexcel Level 1 BTEC Certificate in WorkSkills. You'll learn new techniques to find, apply for and interview for jobs.

### Stage 3: Gain some real job skills

The Edexcel Level 1 Certificate in Contact Centre Operations gives you valuable skills that customer services employers are looking for including:

- Communication
- Telephone based support



- Customer interaction
  - Team working
  - Using customer focused technology and systems
- You will get the chance to practice your new skills in our real working contact centre. You will have the opportunity to make live calls and record information, adding to your customer services experience.

### Looking for a job

Now is the time to put the skills you learned on the WorkSkills programme into practice – getting your CV into shape, preparing for interviews and searching out job opportunities.

### Job interviews



"The Job Gym provided me with the confidence and ability to excel in my new job with the Debt Advisory Line. Straight away I smashed my sales target and got promoted."

Emil Safarloo



"I had been unemployed for four years and since completing my training I have got a new job as a sales advisor, with a major energy supplier"

David Williams

GET SKILLED • GET NOTICED • GET ON

## WorkSkills and Customer Service Skills Booster

You and your job coach will agree a personal learning plan that will include a mix of the following:

### Stage 1

- Information, Advice and Guidance open day
- Functional English, maths and IT for the workplace if required

### Stage 2

- Job search and employability skills:
- Produce and maintain an effective electronic CV
  - Be effective and successful in a job interview
  - Searching for and applying for jobs

### Stage 3

- Customer service:
- Good customer service and telephone skills
  - Live contact centre
  - Using IT and databases

### Stage 4

- Advanced IT skills:
- Working effectively with IT
  - Using Microsoft Word, Excel and Powerpoint

Throughout the programme:

- Ongoing careers advice from your job coach
- Job interviews with employers and agencies
- Work experience if on a Traineeships programme

**A great new job!**



Throughout the programme your personal job coach will help you gain interviews with potential employers and agencies.

### Work experience

If you find that your lack of real work experience is preventing you from getting a job, we can arrange a work placement with one of our employers.

### Advanced IT courses

If you want to improve your IT skills we can offer an Level 2 ECDL Certificate that shows you have reached a nationally recognised standard in IT working with applications such as Microsoft Word, Excel and PowerPoint.

### Get a great new job

Armed with your new found skills and qualifications you should have no problem getting that great new job!

### Find out more and get started!

If you're interested, find out more by contacting us:

**0333 220 6645**

[www.jobgym.co.uk](http://www.jobgym.co.uk)



Middleton • Stockport • Warrington  
[enquiries@jobgym.co.uk](mailto:enquiries@jobgym.co.uk)  
 Delivered by Mantra Learning Ltd

**GET SKILLED • GET NOTICED • GET ON**