

TheLightBulb

Ideas | Actions | Results

Training Course: Moving On

Key benefits to you:

- Improve your confidence and knowledge
- Identify your own skills, qualities, experience and qualifications
- Gain professional advice on applying for work
- Create a new CV
- Look at opportunities for employment within the local area
- Learn how to be prepared for an interview
- Learn about your rights and responsibilities as an employee
- Look at your attitudes and behaviours at work
- Learn how to improve customer satisfaction
- Learn to work within and support teams

TheLightbulb's moving on training course will help you find the right career while improving your employability and workplace skills, all while giving you an introduction to Customer Service giving you a wide variety of employment opportunities!

As well as receiving training you will also achieve nationally recognised qualifications (Level 1 Skills for Confidence qualification and Level 1 Customer Service qualification).

We will support you in gaining the self-belief needed to apply for jobs and prepare you not only for interviews but for assessing you into future employment and getting you that desired job.

The City and Guilds qualification you could achieve includes the following:

- Have an introduction to customer service
- How to communicate service problems
- How to handle telephone calls from customers
- How to communicate effectively with customers including the importance of appearance and behaviour in customer service
- How to apply legislation, regulation and organisational procedures
- Working in customer service
- Understanding the business of retail
- Communicate effectively with customers
- Effective relationships with customers and colleagues

Other beneficial areas in the qualification are...

- Conduct at work
- Effective communication
- Career planning
- Working as part of a team
- Investigating rights and responsibilities at work
- Interview skills
- Attributes and values for personal

Employment opportunities:

- Retail
- Call centres
- Banks, financial institutions
- Insurance
- Hotels
- Sport and leisure
- Office roles
- Receptionist positions
- And other related roles

For referrals please contact TheLightBulb on 01268 270648 or email us at info@thelightbulb.net

Funding

This course is funded in partnership with Twin through the European Social Fund. Applicants must be over 16 before the 31st August, not in any paid employment and claiming Universal Credit and heritage benefits.

