

Contact Centre & BPO Training Programme

Developing Professionals Who Create Exceptional Customer Experiences

Introduction

This programme is designed for individuals currently working in Contact Centres or Business Process Outsourcing (BPO) environments, as well as those wishing to enter the industry. It provides a comprehensive introduction to contact centre operations and equips participants with the knowledge, practical skills, and confidence required to deliver high-quality customer service.

Participants will gain competencies to manage both inbound and outbound customer interactions across multiple communication channels, including telephone, email, webchat, SMS, internet platforms, and face-to-face interactions. The programme also covers back-office processes, enabling learners to contribute effectively to overall business operations.

Benefits

Increased confidence in customer interactions

- Deliver effective and professional customer service
- Utilise communication technologies within contact centre environments
- Capture, manage, and track customer interaction data
- Resolve customer complaints and queries efficiently
- Work effectively as part of a team
- Apply industry-relevant operational and administrative processes



Programme Duration

- Can be taken in modules over 4-6 weeks per module face to face or virtual
- Practical exercises and facilitation practice throughout
- Live facilitation sessions with feedback and coaching

Targeted Audience

This programme is suitable for:

- Contact Centre Agents
- Customer Service Representatives
- Telesales Consultants
- Debt Recovery Agents
- Administrative Support Staff
- Individuals seeking to enter the Contact Centre or BPO industry

Entry Requirements

Participants should meet the following minimum requirements:

- Ability to communicate clearly in English (verbal and written)
- Computer literacy (keyboard skills, ability to navigate simple systems)
- Positive attitude and customer-focused mindset

Certification

Participants will receive a Certificate of Completion upon successful participation in the programme.

Programme Delivery Options

- Classroom-based training
- Blended learning (workshop + workplace application)
- Modular delivery or full programme

Programme Content & Modules

The Contact Centre and Business Process Outsourcing (BPO) Training Programme can be delivered as a full, integrated programme or as standalone modules, depending on organizational needs.

Module 1: Contact Centre Operations

- Process incoming and outgoing calls
- Communicate effectively with customers
- Handle customer complaints professionally
- Negotiate agreements and solutions
- Capture and record customer queries and requests

Module 4: Debt Recovery in Contact Centre

- Apply debt collection principles and procedures
- Manage debtor portfolios
- Assess accounts according to risk profiles
- Draft compliant debtor correspondence
- Apply ethical conduct in debt recovery

Module 6: Workplace Health and Safety

- Understand workplace safety practices
- Identify fire risks and emergency procedures
- Apply occupational health and safety standards

Module 2: Customer Relationship Management

- Build and maintain positive customer relationships
- Apply customer service principles in a contact centre environment
- Manage customer expectations and service delivery
- Monitor and track customer interactions
- Apply problem-solving techniques

Module 3: Financial Services Environment Awareness

- Apply time management techniques within service environments
- Understand regulatory and compliance requirements in financial services
- Access and interpret client information
- Understand insurance cover basics and industry practices
- Maintain accurate records and documentation

Module 5: Managing Difficult Conversations

- Dealing with upset or frustrated customers
- Managing complaints professionally
- De-escalation techniques
- Maintaining professionalism under pressure

Module 7: Telemarketing and Sales Support

- Conduct telemarketing campaigns
- Support exhibitions and promotional campaigns
- Apply sales communication techniques
- Manage customer engagement strategies