



**BRENTWOOD**  
OPEN LEARNING COLLEGE

**CERTIFICATE IN**

**CALL CENTER TRAINING**

**Web: [www.bolc.co.uk](http://www.bolc.co.uk)**

**Email: [admissions@bolc.co.uk](mailto:admissions@bolc.co.uk)**

## Course Introduction:

**Whether we choose to embrace them or cannot stand being interrupted by their calls, call centres are a business element that is here to stay.**

This course will help call centre agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing course.

## Course Benefits

Accredited Course



Full Tutor Support



Delivered through distance learning



Self paced, no fixed schedules



Available to students any where in the world



Interest Free Fee Instalments



**Course Duration:** 200 Hours (Flexible)

**Entry Requirement:**

There is no particular entry requirement for this course.

**Course Accreditation:**

Certificate in Call Center Training  
(Level 3)

**Awarding Body:** ABC Awards

**Fee Schedule:**

Total Fee: **£395** (Including Admission Fee)

Admission Fee: **£95**

**12** Monthly Instalments: **£25** / Month

There is **£80** discount if fee is paid in full.

**Discounted fee: £315**





## UNIT 1

### **Verbal Communication Techniques**

Characteristics of Verbal Communication  
Verbal Communication Techniques  
Four E's of an Effective Telephone Voice

## UNIT 2

### **The Who Are Your Customers?**

Defining Customers and Clients  
How to meet Customer's Needs?

## UNIT 3

### **Asking the Right Questions**

Open Questions vs Closed Questions  
Probing Techniques  
When we say 'No'

## UNIT 4

### **Sales by Phone**

Benefits of Telemarketing  
Effective Messages  
Closing Down the Voice  
Cold and Warm Calls  
Connecting with Decision Makers

## UNIT 5

### **Developing a Script**

Scripting Techniques  
Perfecting the Script  
Using Cheat Sheets  
Customize Your Service

## UNIT 6

### **Negotiation Techniques**

Handling Objections  
Closing the Sale  
Changes in the Customers  
Negotiation Techniques  
Practicing Negotiation

## UNIT 7

### **Dealing with Difficult Customer**

Dealing with Problems  
Phone Tag and Getting the Call Back  
Handling Stress

# Your Learning Experience - FAQs

## How is the course delivered?

Guided learning hours for the course are 200 to 250. The course is flexible you can work according to your own schedule. The course is assignment based after each course unit you will complete an assignment which you will submit to your tutor for marking. The tutor will mark the assignment and will upload feedback on the portal within 10 working days of the assignment being submitted. On successful completion of the unit you will move on to the next unit and this you will complete your course. There is no formal exam to take at the end.

## How will I study?

When you enrol on this course you are assigned a personal expert tutor, to guide and encourage you throughout your studies with the College. Your tutor will be available throughout your course to give you help with specific issues, and difficult topics. Relevant practical exercises and projects are introduced throughout the course aimed at applying the theory and skills learnt.

## What is so special about this course?

This is a unique course. We start from the very basics and give you all the essential knowledge required for working in the field successfully.

## What support do students get?

### Learning Material

All the core learning material will be provided to you from the college. You don't have to buy any text books. However we encourage our students to conduct their own further reading.

### Additional Supporting Material

Additional support material and useful links are available on the LMS (Learning Management System) for further reading.

### Tutor Support

When you enroll on any of our courses you are assigned a personal tutor to support you with your studies. You complete all this work under the supervision and guidance of your tutor who provides you feedback on your assignments and course work on regular basis throughout your course.

### Online Discussion Forum

Our online forums enable you to share ideas with other students and support each other throughout your studies. Tutor's regularly review the forums and reply to student's questions or concerns.

## Is the course accredited?

This course has been accredited under ABC Awards QLS (Quality License Scheme) by Brentwood Open Learning College. ABC Awards is a leading national Awarding Organisation, regulated by Ofqual, and the Welsh Government for their qualifications on the national framework i.e. the Qualifications and Curriculum Framework (QCF). It has a long established reputation for developing and awarding high quality vocational qualifications across a wide range of industries.

As a registered charity, ABC Awards combines 180 years of examination and assessment expertise but also implements a responsive, flexible and innovative approach to the needs of our customers.

## How much does it cost?

The full course fee is **£395**

There are two Options available for you.

### Option 1

When paying full fee in advance you will get **£80** fee discount and will pay **£315** for the complete course.

### Option:2

When paying in instalments you will pay **£395** for the complete course. This fee will be paid according the following schedule:

At the time of admission **£95**. Then **12** instalments of **£25** each.

**The fee covers complete cost of your course which includes: the cost of registration, course study material, tutor support and certification fee.**

## Payment Methods

We at BOLC offer you the variety of payment methods to make the payment process easily manageable. You can choose any of the following methods to pay your fee:

☞ **Credit or Debit Card**

☞ **PayPal**

☞ **Bank Transfer**

## Can I pay my fees in instalments?

Yes, you can pay your fee in up to 12 interest free monthly instalments. However there is special fee discount available for those paying in full at the time of admission.



### What Student Will Learn?

- The nuances of body language and verbal skills.
- Aspects of verbal communication such as tone, cadence, and pitch.
- Questioning and listening skills.
- Ways of delivering bad news and saying no.
- Effective ways to negotiate.
- The importance of creating and delivering meaningful messages.
- Tools to facilitate communication.

### How to Apply?

#### Online:

You can enroll online by completing the **Apply Online** form on **[www.bolc.co.uk](http://www.bolc.co.uk)**  
**OR**

#### Email:

You can contact us on **[admissions@bolc.co.uk](mailto:admissions@bolc.co.uk)** and we will send you all the course information along with the application form which you can fill in and return to us on the same email. After processing your application form we will send you an invoice for the payment of your fee along with guidance on making payment.



**Apply Now!**



# CONTACT US

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