

Teleskills Taster – Tutor Guide

The Teleskills Taster is relevant to a range of jobs including administrator, sales assistant, telephonist and manager as all are responsible for the image their organisation presents to the world. The Skillnet courses selected for this taster are designed to provide an awareness of the essential skills for effective telecommunications including customer service and call handling. The courses all include exercises to check understanding and progress but learning centres may have their own resources they wish to use. There may also be opportunities in the learning centre for learners to practice taking telephone calls and dealing with the public.

The Skillnet courses identified for this taster are:

- Effective Call Handling
 - Good telephone practice
 - Instructing others
 - Managing yourself
 - Products and services
 - Solving problems
- Providing Superior Customer Service
 - Background Information
 - Developing Customer Service Skills
 - Responding to Your Customer
 - Solving Customer Service Problems
- Team Communication
 - Background Information
 - Verbal Communication
 - Non-verbal Communication
 - Active Listening and Responding

Learners may be interested in some of the professional bodies involved in the call and contact centre industry and links to these organisations can be found below.

Call Centre Association

Professional Standard for Customer Call Centres:

<http://www.cca.org.uk/standards/standardCCC.asp>

e-skills UK – Sector Skills Council for IT, Telecoms and Contact Centres

Information fro Contact Centres - <http://www.e-skills.com/Information-For/1064>

In addition learners may benefit from some activities to develop core (key) skills and staff may find the following resources useful:

Keyskills4u – <http://www.keyskills4u.com/tests/>

This resource was developed for English schools and colleges. It is free to access and use and has some good online skills tests using an interactive game format. There is also a skills training site and although the skills are limited to literacy, numeracy and ICT the materials are good. The training area is at: <http://82.133.10.188/> You can register on the training area simply with a user supplied name and password so the system can track progress but you are not required to register to use the site.

Learning and Teaching Scotland have set up the following site for information on core skills which has some online resources: <http://www.ltscotland.org.uk/nq/coreskills/index.asp>