

Request

Under the Freedom of Information Act 2000, please can you provide me with the following:

Please can you confirm what training is offered whether mandatory or optional, to your frontline contact centre/call centre staff who are answering calls/responding to emails.

Response

In addition to mandatory Corporate training/learning for council employees, training specifically in relation to Contact Centre staff is as follows:

Mandatory modules are:

GDPR – Information Governance
Fire Safety Awareness
Cyber Security Awareness
Telephony system Training
Working with Display Screen Equipment
Safeguarding Against Radicalisation - The Prevent Duty

Bespoke training linked to each service offer is provided in house, delivered with a balance of classroom and telephone shadowing with a buddy in a live environment

Optional or when specific training is offered and available:

Angry Customer
Handling Violence and Aggression at work
Call Handling Skills
Suicide Prevention – Risks and Awareness
Gambling Awareness
Domestic Abuse Training
Vulnerability and Suicide Threats