

# Connect Programme



*Opportunity to gain training  
& work experience in the  
Call centre /  
Customer Service Sector*

*FETAC Level 5  
award on completion*

*In Conjunction with*



**Foras Áiseanna Saothair**  
Training & Employment Authority



*If you think you are  
interested in this training  
course then register with  
any of the following:*

**Bernie Morrissey**  
**FAS Parnell Street**  
**(051)- 862900**

**OR**

**Tracy O'Connor,**  
**Course Co-ordinator**  
**(086)-0233347**

**OR**

**Grace Power**  
**Assistant Co-ordinator**  
**(086) 0233115**

**E-mail:**

**[connectprogramme@souireland.ie](mailto:connectprogramme@souireland.ie)**

## Present Reality

Are you in receipt of a Disability Payment?  
Would you like to learn customer service, telephone & computer skills which can help you gain work in a local call centre or customer service role?  
If so, why not register your interest to find out more.



## THE STEPS TO SUCCESS

**On completion of the Connect Programme participants will receive a FETAC Level 5 major award in Call Centre Operations / Customer Service.**

### Subjects include

1. Customer Service
2. Database Methods
3. Teleservices
4. Marketing Practice
5. Spreadsheets
6. Word Processing
7. Communications
8. Work Experience

## Target Trainee Details

<b>AGE</b>	Minimum 18 years old and in receipt of a Disability payment. Participants must be registered with FÁS.
<b>BENEFIT TYPE</b>	Trainees will all be in receipt of a disability payment (Disability Allowance/ Disability Benefit/ Invalidity Pension/ Illness Benefit).
<b>EDUCATION &amp; TRAINING</b>	Good working knowledge of computers required. Previous computer qualification such as ECDL or equivalent preferable.
<b>PERSONAL-SKILLS</b>	Communication Skills Ability to work individually and as part of a team.
<b>NUMBER OF PLACES</b>	Training group size will be between 18 and 20 places.