

# Launch your career in Customer Support



Greater Manchester

81% of learners employed within 10 days

Strong career-progression opportunities

Salary progression up to 30K after 2 years!

Join a large and growing profession where employers need people!

## The Course

Excited by speaking to new people and helping customers solve their challenges? Worried about how to stand out from the crowd when applying? Apply now to our customer support programme - Supported by Barclays.

On the course you will:

- Learn the skills, mindsets and behaviours you need to speak to and support customers over phone, email, webchat and social media.
- Perfect your interview skills to **stand out from the crowd in a competitive job market.**
- Connect with employers eager to hire you.

## The important bits

- Duration: 5 weeks (Mon-Fri)
- Launch date: September 2021
- Time Commitment: Core hours 9am-4pm
- Location: Remote
- Cost: Free (Expenses covered where needed)\*

\*Universal credit benefits continue during participation in Generation courses

## Who we are

Generation is a charity which offers outstanding free training courses and qualifications to young people like you.

*Generation*

## The Role

- Resolve customer problems over the phone, webchat, or email, using a range of digital tools.
- Earn up to 23K as a starting salary

- Progress to a salary increase up to 25-30K in technical specialist, team-leader or side-steps into new departments such as marketing or HR.

Supported by



## Who's eligible?

- Available full-time for 5 weeks from 6th September 2021.
- 18-25 years old.
- Living in Greater Manchester
- Motivated to begin a career in Customer Support.
- Not in work or education.

## Our Community

Joining a Generation programme isn't just about the coursework, it means joining our community of hundreds of alumni & students who work together to support each other's success.

Work alongside a class of 20-30 students, engaging in team tasks to get to know each other. |

Continue your relationship with the Generation community, through our alumni slack channels, volunteering opportunities and opportunities to get involved in PR & social.



## What you'll learn

How to manage customer communications for your favourite brands and companies

Working with industry-standard communication management tools

Behaviour and mindset skills of great employees

How to stand out from the crowd with employers at interviews

## How to apply

[Click here](#)



Complete the questionnaire



Find out more at a taster day!



Meet us for a chat about the programme

# What happens after the course?

**Free career coaching 6 months post-program**

**Free online soft-skills courses to prepare you for your applications**

**Join a network of 1000+ Generation alumni who want to see you succeed!**

## **Graduate Generation**

With all the skills you need to stand-out in your application to these high-demand roles

## **Get hired!**

In a customer support role with a starting salary between 15.7 - 23K

## **Moving on up!**

After two years, you can progress to team leader specialist roles **earning up to 30K.**

## **New opportunities**

Customer Support employees often side-step into new departments, such as HR or marketing - With a new set of learning and progression opportunities!



[uk.generation.org](http://uk.generation.org)

**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

**IN PARTNERSHIP WITH  
THE PRINCE'S TRUST**

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