Projects and Products Portal for Leonardo da Vinci

L'Académie d'entraînement et Educateurs pour Contacte des Centres

UK/08/LLP-LdV TO1/163_131

http://www.adam-europe.eu/adam/project/view.htm?prj=4587

Information sur le projet

Titre:	L'Académie d'entraînement et Educateurs pour Contacte des Centres
Code Projet:	UK/08/LLP-LdV TO1/163_131
Année:	2008
Type de Projet:	Projets de transfert d'innovation
Statut:	Clôturé
Pays:	UK-Royaume-Uni
Accroche marketing:	Le projet de TEACC lancera quatre Académies à travers Europe ont visé à en haut-skilling les Entraîneurs et les Entraîneurs dans les centres d'appel et contact.
Résumé:	The project delivered 2 training courses to over 200 people across the partner countries. The courses were specifically designed for personnel employed in call and contact centres in a training or coaching role. The courses were each 4-days held a month apart with home study in the form of assignments that upon successful completion lead to a university issued certification. A resource guide was produced by each partner as a reference source after completing the course.
Description:	All course material (tutor notes, powerpoint slides, worksbooks and marketing material) was translated in to the local laungage of partner organisations.Resource guides were produced by each partner as a reference guide including, training and academic courses, useful websites and reading reference and tips on sourcing training and coaching. The guides were distributed to 500 contact centre personel in each partner country.
Thèmes:	*** Qualité *** Orientation professionnelle *** Formation continue ** Formation tout au long de la vie ** Enseignement supérieur ** Formation ouverte et à distance * Développement durable * Formation initiale
Sectors:	*** Activités de Services Administratifs et de Soutien *** Activités Financières et d`Assurance *** Autres Activités de Services ** Information et Communication
Types de Produit:	Modules Matériel d'apprentissage Transparence et certification Site Internet
Information sur le produit:	Course Material and work books for two 4-day courses, the first for call centre trainers and the second for call centre coaches. A resource guide localised and available in each partner country. Available to download at www.training4.org.uk or a hard copy available on request to ahitchen1@uclan.ac.uk
Page Web du projet:	http://www.training4.org.uk

Contractant du projet

Nom:	University of Central Lancashire
Ville:	Preston
Pays/Région:	Lancashire
Pays:	UK-Royaume-Uni
Type d'organisation:	Université/école supérieure spécialisée/academie
Site Internet:	http://www.uclan.ac.uk

Personne de contact

Nom:	Alison Hitchen
Adresse:	CallNorthWest, UCLan, Media Factory
Ville:	Preston
Pays:	UK-Royaume-Uni
Téléphone:	01772 894323
Fax:	01772 894986
E-mail:	ahitchen1@uclan.ac.uk
Site internet:	http://www.training4.org.uk

Coordinateur

Nom:	University of Central Lancashire
Ville:	Preston
Pays/Région:	Lancashire
Pays:	UK-Royaume-Uni
Type d'organisation:	Université/école supérieure spécialisée/academie
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Partenaire

Partner 1

Nom:	University of Sheffield
Ville:	Sheffield
Pays/Région:	North Yorkshire
Pays:	UK-Royaume-Uni
Type d'organisation:	Université/école supérieure spécialisée/academie
Site Internet:	http://www.sheffield.ac.uk/iwp

Partner 2

Nom:	Kaunas University of Technology
Ville:	Kaunas
Pays/Région:	Extra Regio
Pays:	LT-Lituanie
Type d'organisation:	Institution publique
Site Internet:	http://www.ktu.lt

Partner 3

Nom:	Bulgarian Development Agency
Ville:	Sofia
Pays/Région:	Sofia Stolitsa
Pays:	BG-Bulgarie
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.bg-da.eu

Partner 4

Nom:	itCampus Software-und Systemhaus GmbH
Ville:	Leipzig
Pays/Région:	Leipzig
Pays:	DE-Allemagne
Type d'organisation:	Entreprise de petite et de moyenne taille (jusqu'à 250 employés)
Site Internet:	http://www.itcampus.eu

Données du projet

100914_broschur_training4_ansicht.pdf

http://www.adam-europe.eu/prj/4587/prj/100914_broschur_training4_ansicht.pdf

Resource Guide Germany

ResourceGuideBulgaria.pdf

http://www.adam-europe.eu/prj/4587/prj/ResourceGuideBulgaria.pdf

Resource Guide for Bulgaria

Resource Guide_UK.pdf

http://www.adam-europe.eu/prj/4587/prj/Resource%20Guide_UK.pdf

Resource Guide UK

Skambuciu ir kontaktu centru vadovas.pdf

http://www.adam-europe.eu/prj/4587/prj/Skambuciu%20ir%20kontaktu%20centru%20vadovas.pdf

Resource Guide Lithaunia

T4C course overview - Leonardo.doc

http://www.adam-europe.eu/prj/4587/prj/T4C%20course%20overview%20-%20Leonardo.doc

Training4 Coaches Course Overview

T4T course overview - Leonardo.doc

http://www.adam-europe.eu/prj/4587/prj/T4T%20course%20overview%20-%20Leonardo.doc

Training4 Trainers course overview

Produits

1 Training4 Trainers 4-day course

Produit 'Training4 Trainers 4-day course'

Titre:	Training4 Trainers 4-day course
Type de Produit:	Matériel d'apprentissage
Texte marketing:	A PROGRAMME OF INNOVATIVE TRAINING WHICH INCLUDES A TOOLKIT OF RESOURCES FOR TRAINERS TO IMPROVE PERFORMANCE IN THE WORKPLACE.
Description:	This course is designed for call and contact centre trainers that have the desire to further develop their training design and delivery skills through a 4-day training course that will provide the opportunity for input and practice and the opportunity to network with other trainers. Between each session participants will be given briefing notes/toolkit to help them undertake tasks and complete business reports designed to review training and coaching practices in their workplace with a view to introducing and implementing what they have learned. Participants will be expected to complete the tasks and business reports in preparation for the next session.
Cible:	Trainers who work in call and contact centres.
Résultat:	
Domaine d'application:	
Adresse du site Internet:	
Langues de produit:	lituanien anglais allemand bulgare

Project Tags

The project belongs to the following group(s):

Best Projects (http://www.adam-europe.eu/adam/thematicgroup/MMVII)