

PRESS RELEASE

FOR IMMEDIATE RELEASE

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CONTACT CENTRE APPRENTICES CELEBRATE THEIR ACHIEVEMENTS

Two Apprentices are celebrating at being the first to complete a pilot scheme that is a partnership between Yeovil College and Screwfix. Nicole Dyke (18 from Yeovil) and Elliott White (20 from Yeovil) have completed the brand new Contact Centre Apprenticeship programme.

The programme was set up in 2010 and involves an NVQ in Contact Centre Operations with units on Customer Care, Health & Safety and Contact Centre Systems.

The pilot programme began in September 2010 and is proving to be a success. As well as the two Apprentices who have completed, there are another four who are nearing the end of the programme and a further seven Apprentices who have just started the programme this month. Both Nicole and Elliott now have attained permanent contracts at Screwfix.



Sarah Paradise, HR Advisor at Screwfix adds; *"We are really pleased with the partnership with Yeovil College and how well the apprentice scheme is developing. It is really important to us at the Screwfix Contact Centre to employ people who can work in a fast paced customer focused environment. The apprentices have shown that they have the skills required to succeed in this industry."*

For further information about this or any other Apprenticeships at Yeovil College please contact the Apprenticeships Team on 01935 845392 or visit our website www.yeovil.ac.uk

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Notes to Editors

All press enquiries to Janice Smith, Marketing Officer t: (01935) 845406
e: Janice.Smith@yeovil.ac.uk w: www.yeovil.ac.uk

Photograph shows from l – r: Nicole Dyke, Marie Evans (Yeovil College NVQ Assessor) and Elliott White.