



North Tyneside Council

Reference: FOI-494

Request:

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:

SHEQ Health & Safety
Customer Promise
Customer Service Essentials
DSE
Manual Handling
Office Safety
Cyber Security
Ethics
Safety First
Avaya
Lagan
Quality Monitoring
Paye.net
Environment
Housing
General Enquiries
Council Tax
Benefits
Use of the Email system and template responses

All training is mandatory at different points in staff careers.

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