



ICT

Type of Placement: One day group placement for Key Stage 3 and 4 teachers to an International Call Centre.

Curriculum Link: Business Studies, Careers, and ICT Diploma.

Summary of Main Benefits:

- Greater knowledge of how ICT works in business
- Case study material
- Careers knowledge and understanding of skills needed in the sector

Description:

- Tour of premises
- Observing/work shadowing key personnel including, HR/Training, Disability Services Team, Technical Data and Multi Media Support
- Business Account Support

Outcomes:

- All objectives were fully met
- Delegates felt they had established good contacts for the future



A number of areas will have a Call Centre in the locality. Such Centres might find it difficult to host student placements, but might be able to host a PDP more easily. Providing an opportunity to see a range of departments will broaden the experience.