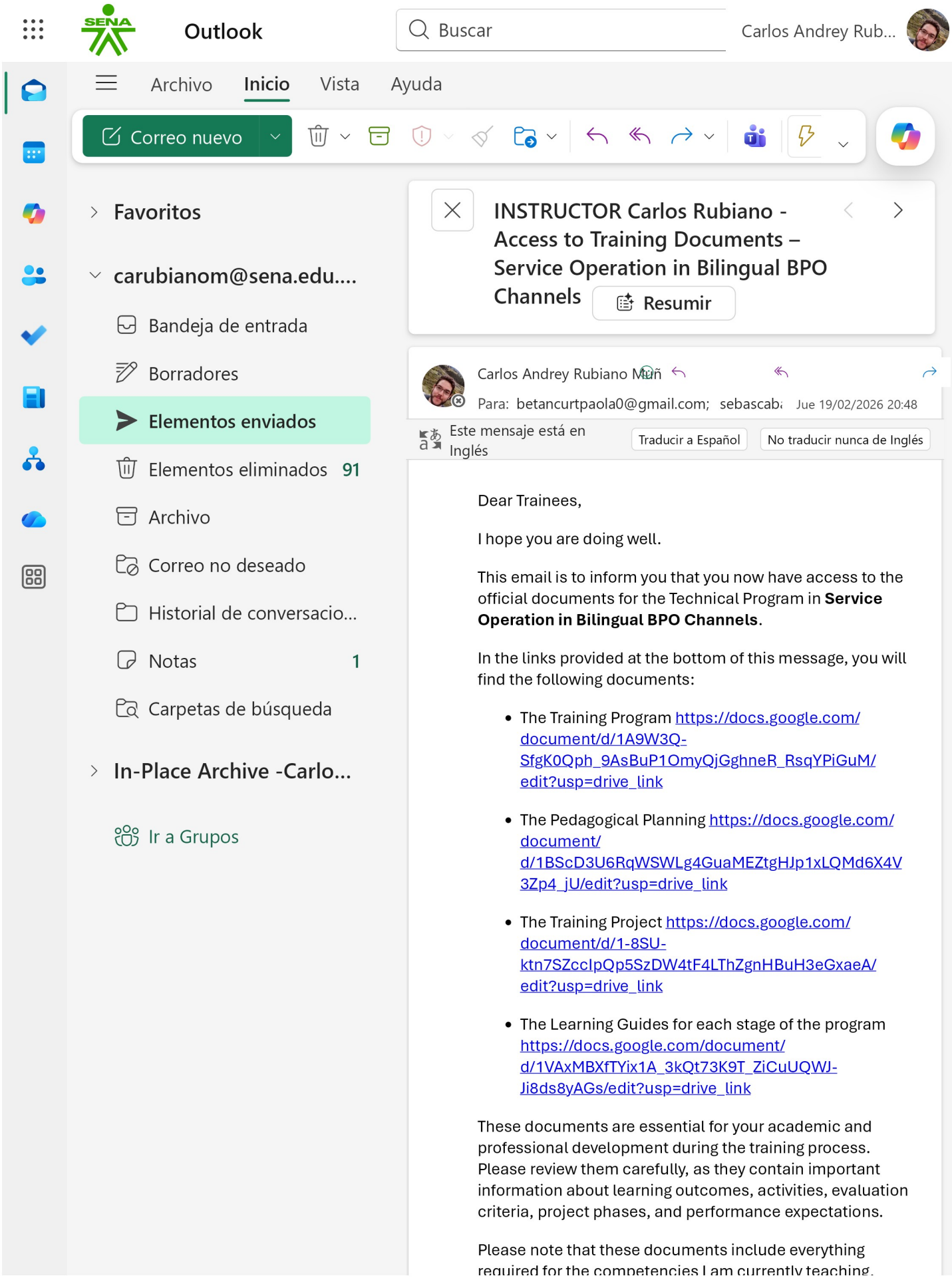

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Carlos Andrey Rub...
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INSTRUCTOR Carlos Rubiano - Access to Training Documents – Service Operation in Bilingual BPO Channels
Resumir
Carlos Andrey Rubiano Muñ
Para: betancurtpaola0@gmail.com; sebascab
Jue 19/02/2026 20:48
Este mensaje está en Inglés
Traducir a Español
No traducir nunca de Inglés
Dear Trainees,
I hope you are doing well.
This email is to inform you that you now have access to the official documents for the Technical Program in Service Operation in Bilingual BPO Channels.
In the links provided at the bottom of this message, you will find the following documents:
The Training Program https://docs.google.com/document/d/1A9W3Q-SfgK0Qph_9AsBuP1OmyQjGghneR_RsqYPiGuM/edit?usp=drive_link
The Pedagogical Planning https://docs.google.com/document/d/1BScD3U6RqWSWLg4GuaMEZtgHJp1xLQMd6X4V3Zp4_jU/edit?usp=drive_link
The Training Project https://docs.google.com/document/d/1-8SU-ktn7SZccIpQp5SzDW4tF4LThZgnHBuH3eGxaeA/edit?usp=drive_link
The Learning Guides for each stage of the program https://docs.google.com/document/d/1VAxMBXfTYix1A_3kQt73K9T_ZiCuUQWJ-Ji8ds8yAGs/edit?usp=drive_link
These documents are essential for your academic and professional development during the training process. Please review them carefully, as they contain important information about learning outcomes, activities, evaluation criteria, project phases, and performance expectations.
Please note that these documents include everything required for the competencies I am currently teaching.