



Course details

Course title

Preparation for Work in Customer Service

Course code

Q00027608

Course date

Start: 30/09/26

End: 01/12/26

Number of classes

27 sessions

Timetable

Wed 30th Sep, 9:30 to 12:00

Thu 1st Oct, 9:30 to 12:00

Tue 6th Oct, 9:30 to 12:00

Wed 7th Oct, 9:30 to 12:00

Thu 8th Oct, 9:30 to 12:00

Tue 13th Oct, 9:30 to 12:00

Wed 14th Oct, 9:30 to 12:00

Thu 15th Oct, 9:30 to 12:00

Tue 20th Oct, 9:30 to 12:00

Wed 21st Oct, 9:30 to 12:00

Thu 22nd Oct, 9:30 to 12:00

Tue 27th Oct, 9:30 to 12:00

Wed 28th Oct, 9:30 to 12:00

Thu 29th Oct, 9:30 to 12:00

Tue 3rd Nov, 9:30 to 12:00

Wed 4th Nov, 9:30 to 12:00

Thu 5th Nov, 9:30 to 12:00

Tue 10th Nov, 9:30 to 12:00

Wed 11th Nov, 9:30 to 12:00

Thu 12th Nov, 9:30 to 12:00

Tue 17th Nov, 9:30 to 12:00

Wed 18th Nov, 9:30 to 12:00

Thu 19th Nov, 9:30 to 12:00

Tue 24th Nov, 9:30 to 12:00
Wed 25th Nov, 9:30 to 12:00
Thu 26th Nov, 9:30 to 12:00
Tue 1st Dec, 9:30 to 12:00

Tutor

Irma Gough

Fee range

Funding available - £480.00

How you'll learn

You'll join a small group of fellow learners for classes at the venue indicated. Some materials may be provided in our virtual learning environment.

Got it!

In venue

Venue

Clovelly Centre (Southampton)
60-68 Clovelly Road
Southampton
SO14 0AU

Level of study

E

Course overview

This course is funded by the Department for Education and only open to residents living in non devolved authorities. Prepare for a confident start in customer-facing roles with this supportive course. You will explore what good customer service looks like across different sector areas, learn how to communicate effectively, understand customer needs and respond to enquiries in a friendly and professional way. You'll also practise handling simple complaints, recognising workplace expectations, working as part of a team and keeping yourself and others safe. Through activities, discussions and role-play, you'll build your confidence step by step. This course is ideal if you want to develop your skills for work in any customer-service setting.

Course description

Are you thinking about working in a customer-facing role but not sure where to begin? This course will help you build the skills and confidence you need to get started. Designed for adults who may be new to learning or returning after a break, the course takes you through the key parts of customer service in a simple, friendly and

supportive way.

You'll explore what good customer service looks like and learn how to communicate clearly, politely and confidently with different types of customers. You will take part in activities such as role plays, group discussions and practical tasks that help you understand real customer situations. You'll also learn how to recognise customer needs, solve simple problems, and understand the difference between professional and unprofessional behaviour.

The course also covers important topics such as teamwork, health and safety, confidence building and evaluating your own progress. Everything is broken down into small, manageable steps so you can learn comfortably at your own pace.

Whether you want to improve your skills, return to work, change direction or simply build confidence, this course will help you take positive steps towards a customer service role in any sector.

What financial support is available?

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

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