



## Course details

### Course title

Preparation for Work in Customer Service

### Course code

Q00027499

### Course date

Start: 07/12/26

End: 19/03/27

### Number of classes

24 sessions

### Timetable

Mon 7th Dec, 12:30 to 15:00  
Fri 11th Dec, 12:30 to 15:00  
Mon 14th Dec, 12:30 to 15:00  
Fri 18th Dec, 12:30 to 15:00  
Mon 4th Jan, 12:30 to 15:00  
Fri 8th Jan, 12:30 to 15:00  
Mon 11th Jan, 12:30 to 15:00  
Fri 15th Jan, 12:30 to 15:00  
Mon 18th Jan, 12:30 to 15:00  
Fri 22nd Jan, 12:30 to 15:00  
Mon 25th Jan, 12:30 to 15:00  
Fri 29th Jan, 12:30 to 15:00  
Mon 1st Feb, 12:30 to 15:00  
Fri 5th Feb, 12:30 to 15:00  
Mon 8th Feb, 12:30 to 15:00  
Fri 12th Feb, 12:30 to 15:00  
Mon 22nd Feb, 12:30 to 15:00  
Fri 26th Feb, 12:30 to 15:00  
Mon 1st Mar, 12:30 to 15:00  
Fri 5th Mar, 12:30 to 15:00  
Mon 8th Mar, 12:30 to 15:00  
Fri 12th Mar, 12:30 to 15:00  
Mon 15th Mar, 12:30 to 15:00

Fri 19th Mar, 12:30 to 15:00

## **Tutor**

Alice Lynden

## **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**

Whitehawk  
Whitehawk Road  
Brighton and Hove  
BN2 5NS

## **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.

**Source URL:** <https://www.wea.org.uk/courses/skills-work/other-sectors/7-december-preparation-work-customer-service>