



London Borough of Hounslow

Hounslow Adult & Community Education Course Information Sheet [v. 5/5/21]

Course Title: L1 Customer Service Vocational Studies - Taster

Date: through May and June 2021

Course Length: 2 sessions over 2 weeks on a Tuesday and Friday afternoons (1-3pm) or evenings (7pm-9pm), online or blended

The taster course will give you an opportunity to see how you feel about learning this way. You can see how well you are keeping up with the work and whether the course is providing you with the right level of challenge. It will also be a time for us to evaluate whether we think this is the right course for you or whether a different course would be better.

By the end of the course you will be able to:

- join Google Classroom and Google Meet;
- be aware of the standards of presentation and behaviour in customer services;
- be aware of the basics of customer services;
- be aware that the knowledge of Customer Service can support professional practice and career development;
- be aware of the basic terms related to Customer Services.

What is required to attend the course?

- Access to a laptop or tablet with internet, camera and microphone
- You must know how to independently access Google Suite Apps - access to a Chrome Browser or Download Phone Apps to access Google Meet, Google Classroom and Google Docs.
Link to download Chrome: <https://www.google.com/chrome/>
- A **hace.ac.uk** account – which will be created after enrolment if you do not have one. You will be sent the Log in Details to this NEW Gmail account the next day (initial password: Hounslow1).
- You must check your hace.ac.uk regularly and accept the invite to Join the Google Classroom a day before your class starts.
- You need to have English skills at Entry Level 3 or above.

After this course you will be able to:

- Enrol onto L1 Customer Service Vocational Studies 16-week course or another Adult Learning course, develop your knowledge and English skills further.

Who can I contact for further information?

For more information please call 0208 583 6000

Eligibility, Fee remittance, over 19's

Please see our website: www.hace.ac.uk

Hounslow Adult & Community Education

Code of Conduct (Obligations of All)

We expect everyone:

1. to follow health and safety regulations and behave in a way which does not put you or others in danger;
2. to follow HACE Equal Opportunities Statement at all times;
3. to respect all users of HACE, whether they are learners, staff, volunteers or visitors;
4. to be punctual and attend all classes;
5. to dress appropriately and avoid eating during the class time;
6. not to use a mobile phone for calls and text messaging;
7. to complete and submit your assignments on time and in line with HACE Plagiarism Statement;
8. to respect the property of the service, staff and learners;
9. to keep the building/classroom clean and tidy;
10. to follow HACE Digital Statement (including online safety) at all times.