



**London Borough
of Hounslow**

**Hounslow Adult & Community Education
Course Information Sheet [v. 23/06/2021]**

Course Title: Customer Service Level 1 Award

Start Date: September 2021

End Date: February 2022

Course Length: 2 sessions per week over 16 weeks on a Tuesday and Thursday evening.

Course Mode: online

Venue: online

Who is this for?

This course is for anyone who want to continue their education and develop their skills for progression to further learning and, ultimately, to employment, or who are thinking of working in the Customer Service, or who completed Business Administration Vocational Studies Entry 3 Award or Level 1 Award.

How will my learning be assessed?

We use Google Suite for Education to record your learning journey. You will track your progress by accessing your online Individual Learning Plan (ILP), from the start to the end of the course.

Your tutor will give you regular verbal and written feedback to support your progression. You will submit your coursework and track your learning in Google Classroom. You will participate in group discussions and receive guidance. You will respond to questions and feedback face to face and in the Google Classroom. You will be assessed by your tutor or assessor using a range of methods. This will include a portfolio of evidence, written assignments or a task.

The first four weeks of the 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:

- **Access your learning through Google Classroom**
- **Become aware of your strengths and areas for development**
- **Develop your study skills**
- Understand the standards of presentation and behaviour in customer service
- Understand the basics of customer service
- Understand that the knowledge of Customer Service can support professional practice and career development
- Understand the basic terms related to Customer Service

What is required to attend the course?

- You will need an initial assessment, when we will ask you to complete some tasks and we will ask you some questions to be able to better support you with your studies.
- You need to have English and maths skills at Entry Level 3 or above.
- You need to have access to a laptop or tablet with internet, camera and microphone when the class is delivered online. Please contact us, we may be able to support you.
- 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/>
- You need a **hace.ac.uk** account – we will create it for you 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). The details will be sent to your personal email so please check your inbox and spam regularly before course starts.
- You need to accept the invite to Join the Google Classroom a day before your online class starts.
- You must check your hace.ac.uk account regularly.
- You need to bring a piece of paper and a pen to take notes during the sessions.
- To successfully complete the course, you are expected to attend all the sessions (including all the sessions delivered at the centre) and complete the coursework on time. If you, for any reason, are unable to attend, please let us know and ensure that you access the lesson content located in your Google Classroom, to complete any related tasks.
- Please ensure that you have a quiet space available with no disruptions when attending classes online.
- You will build an online portfolio to provide the evidence necessary to achieve the qualification which is accredited by Pearson Edexcel.
- There is approximately additional 2-4 hours of homework and self-study time per week.
- We may ask you to attend on one additional day a week (in person, Wed pm or Fri am) if we identify you need some further support in developing your IT and/or English skills, which will help you complete the vocational course successfully.

After this course you will be able to:

- Enrol onto another Adult Learning course, develop your knowledge further or develop your English skills further. At the end of the course your tutor will advise you on your possible next steps.
- Progress to
 - a) Pearson BTEC Level 1 Certificate in Customer Service (knowledge and competence apprenticeship qualification)
 - b) Pearson BTEC Level 2 Award in Principles of Customer Service
 - c) Pearson BTEC Level 2 Certificate in Principles of Customer Service

- d) Pearson BTEC Level 2 Diploma in Customer Service (knowledge and competence apprenticeship qualification)
- e) Workforce
- You can call us to find out about upcoming courses on 020 8583 6000 or visit our website: www.hace.ac.uk

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

You may be eligible for the support towards childcare costs.

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.