

ESOL - CUSTOMER SERVICE - E1-L2

01. Who is this course for?

Do you want to work in customer service? This course will provide you with the knowledge required by employers to work in a range of different environments in a customer service role. It is best suited to individuals whose first language is not English.

02. What will I learn?

You will learn about the principles of good customer service. You will develop your vocabulary, business language and communication skills. The course covers understanding body language, telephone conversation skills, writing formal emails and problem solving skills. You will also have the opportunity to update your CV.

03. How will I learn?

This is a 10-week course. Sessions are 2 hours a week. Your tutor will use different methods, including presentations and activities to guide you through the course content. Reference materials will be provided for you to help support revision at home. Your tutor will provide you with regular feedback on your progress using an Individual Learning Plan (ILP). The ILP sets out both your personal learning aims and the overall learning objectives of your course and allows you, and your tutor, to evaluate your progress and set learning goals.

04. What will I need to bring?

Please bring writing materials or your laptop.

05. What skills or experience do I need?

You will need to have a good standard of English language, a minimum of Entry Level 2 Reading and Writing to attend this course. You will also need to have basic ICT/Digital Skills. If you are concerned about your English or IT skills, we recommend you speak to your tutor, as we may be able to help.

06. How will I be assessed?

The course will be assessed informally as it is a short course. This course does not include a formal assessment.

07. What could I do after this course?

Once you complete this course you may want to progress further in your learning journey. Potential progression courses may include the NCFE Level 3 Certificate in Principles of Customer Service Course elsewhere.

08. How will I be supported in my learning?

We aim to support all learners to succeed. When you enrol on your course you will be asked if you have any

learning difficulties and/or disabilities which may affect your learning. This might include physical disabilities, neurodivergent needs (e.g., Autistic Spectrum Disorder, ADHD, dyslexia, or dyspraxia, etc.), visual and auditory impairments, or a medical condition which might affect your learning. Your tutor will contact you prior to joining the course to discuss what support can be put in place. For some learners this may mean organising extra time in exams or arranging for a Learning Support Assistant to support your learning in class. We also offer a wide range of assistive technology such as reader pens, screen readers, large print keyboards and screens, alongside in-class resources such as coloured overlays, large-print resources and more.

09. Is help available with course fees?

Many of our courses are FREE to all learners. For fee-paying courses, if you are in receipt of state benefits or have a low income (£26,211.90 before deductions) you could be entitled to enrol on your course for FREE, or at a 70% Reduced Fee cost. If your course is accredited (working towards a formal qualification) your course may be FREE if you earn under £25,000 before deductions. Some exclusions apply, eligibility for fee reduction is subject to change, and you may be required to provide evidence of earnings. If the amount you must pay for your course is over £50, we offer instalment plans which break down the cost of learning into a set number of easy monthly payments. If you need help with the wider costs of study, such as childcare, resources, travel, and transport costs, you may be eligible to have these costs reimbursed through our Discretionary Learner Support Fund. Visit us online for more details, and to download the online application form.

10. How do I choose the right course for me?

If you are unsure about which course may be right for you, our team of Learning and Work Advisers are on hand to offer FREE and impartial information, advice and guidance on learning and work options available to you. To book your free, confidential, and impartial appointment, please call FREEphone 0800 988 0308 or email LALS.LWA@leics.gov.uk.