



Course details

Course title

Entry Level Digital Skills: Customer Service Skills

Course code

Q00015709

Course date

Start: 06/02/25

End: 06/03/25

Number of classes

11 sessions

Timetable

Thu 23rd Jan, 12:15 to 14:15

Thu 30th Jan, 12:15 to 14:15

Thu 6th Feb, 12:15 to 14:15

Thu 13th Feb, 12:15 to 14:15

Thu 20th Feb, 12:15 to 14:15

Thu 27th Feb, 12:15 to 14:15

Thu 6th Mar, 12:15 to 14:15

Thu 13th Mar, 12:15 to 14:15

Thu 20th Mar, 12:15 to 14:15

Thu 27th Mar, 12:15 to 14:15

Thu 3rd Apr, 12:15 to 14:15

Tutor

Saima Gulzar

Fee range

Free to £92.40

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

The Old School Building (Wolverhampton)

The Old School

73 Dudley Road

Wolverhampton

WV2 3BY

Level of study

E

Course overview

This course is delivered in partnership with Wolverhampton City Council and the Old School, for existing students on the Language@Work programme. Gain confidence in facing situations that require digital skills. Build on your basic computer skills in this introduction course and see how digital training can help to transform your life. This Digital Skills course is for people who want to improve their computer skills. Digital training teaches you skills for learning, life, and work. . Your friendly, positive tutor will guide you and there will be opportunity for practise.

Course description

This course will cover learning digital skills to use in everyday life including accessing online services and learning, basic searching on the internet, e-safety, entering text, using apps, using email and communicating online. You will also gain knowledge on Zoom and Canvas, our virtual learning environment. After completion of this course, you will have the option to progress onto another Digital Skills course and gain knowledge in seeking employability. Demonstrate a basic understanding of CANVAS and how to login correctly. Upload your work on Canvas. Login to a zoom meeting correctly Independently search on the internet and demonstrate an understanding of e-safety. Use emails and communicate online. The course will allow you to understand and practise essential digital skills you need for life and work. It will enable you to engage with digital services and products in everyday life and work. You will learn how to use and recognise digital devices. Identify and use hardware and software. Use a search engine to find information and apply for jobs online, observe safety and security and learn how to protect your personal data. Use email to send, reply and attach files. Enter and edit text in a document and apply formatting. Improve your keyboard skills. Use the Microsoft Windows operating system and learn how to use files and create a folder for your work.

You will be provided with a laptop . It is better if you have a smart phone if possible. This course is funded by the West Midlands Combined Authority.

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.

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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