

## Course details

### Course title

Employability & Skills: Customer Service Course

### Course code

Q00018754

### Course date

Start: 19/08/24

End: 21/08/24

### Number of classes

3 sessions

### Timetable

Mon 19th Aug, 9:30 to 14:30

Tue 20th Aug, 9:30 to 14:30

Wed 21st Aug, 9:30 to 14:30

### Tutor

Guest Speaker

### Fee range

Free to £63.00

### 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**

SEETEC  
11 Whitefriars Business Centre,  
Lewins Mead  
Bristol  
BS1 2NT

## **Level of study**

Beginners

## **Course overview**

The WEA, in partnership with DWP and Seetec Pluss, offers the Introduction to Customer Service Course to equip participants with essential customer service skills for employment. Learners will interact with Aviva Insurance team, participate in mock interviews, and have the opportunity for a real interview with Aviva. The course provides a comprehensive overview of customer service, helps identify transferable skills, and prepares participants for successful job interviews.

## **Course description**

The WEA, in partnership with DWP and Seetec Pluss, presents the Introduction to Customer Service Course, specifically designed to address the growing demand for skilled customer service professionals. This course aims to equip participants with the essential knowledge and skills required to thrive in the customer service sector, making them highly employable in this dynamic field.

Throughout the course, learners will gain a comprehensive understanding of customer service principles, focusing on communication, problem-solving, and effective customer interaction techniques. Participants will also have the unique opportunity to interact with representatives from Aviva, a leading British insurance provider, gaining valuable insights into the industry's best practices and expectations.

A key feature of this course is the practical experience it offers. Learners will participate in mock interviews to build their confidence and refine their interview techniques. Additionally, those who complete the course will be given the chance to interview with Aviva, providing a direct pathway to potential employment.

By the end of the program, participants will have a clear understanding of customer service roles, the ability to identify and leverage transferable skills, and the confidence to excel in job interviews.

This course is an excellent stepping stone for individuals seeking to start or advance their careers in customer service.

## **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.

**Source URL:** <https://www.wea.org.uk/courses/skills-work/personal-development/19-august-employability-skills-customer-service-course>