Customer Service Prog - Employability

Medway Adult Education

R261160T

This course is part of the Customer Service Programme, where learners attend Customer Services on Tues and Wed, Employability on Thursdays and Digital Skills (Word) on Fridays. On this course, learner will explore Hidden Job Markets, learn how to create a Linkedin profile, develop team working and interview skills, including the opportunity to have mock interviews with employers.

Start Date:	04 February 2027
Start Time:	09:45
Lessons:	4
Weeks:	4
Hours:	20.00

Venue

Rochester Adult Education Centre
Rochester Community Hub
Eastgate
ME1 1EW

What will I learn on this course?

Learners will develop:

1) Teamworking Skills - learn how to communicate effectively within a group, resolve conflicts constructively, and build trust among team members. You'll also explore strategies for collaboration, goal setting, and understanding different roles and strengths within a team to achieve shared objectives.

2) An understanding of the Hidden Job Market - learn what the hidden job market is and how to explore it and develop your job searching strategies.

3) Interview Skills – Present yourself confidently by improving your body language, tone of voice, and overall communication style. Answer common and challenging interview questions using structured techniques like the STAR method. Tailor your responses to highlight your strengths and align them with the job role. Handle nerves and build confidence through mock interviews and constructive feedback.

Practise all your skills in a mock interview with a local employer.

Is this course suitable for me?

This course is fantastic if you are looking for work or a change of a career. It will give you guidance and tips on how to present yourself, highlight your skills and resolve problems.

Is there anything else I need to know about the course?

It would be helpful to bring a pen and note pad to make notes.

Will there be additional costs?

No.

What could I go on to do after this course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. https://nationalcareersservice.direct.gov.uk .

If you need further advice, please telephone 01634 338400.

What is the attendance policy?

In order to get the most out of your course, you will need to attend as many sessions as possible. We recommend at least 90%. If you do have a holiday booked during term time, please let the tutor know in advance so that we can help you catch up on missed sessions and ensure that you still achieve the course outcomes. If you are unavoidably ill or unable to attend, please contact 01634 338400 so that we can let your tutor know, and so they can send you any work you may have missed.

How are IT/Digital skills used and enhanced on this course?

You may have the opportunity to use computers / laptops with internet access in class time. You may need to use the internet for some or all of your course - using a mobile phone, tablet or computer. The tutor will speak to you about useful websites, apps and online resources which you may be asked to use for homework.

Health & Safety

We try to make sure your class is as safe as possible. If you are worried about anything, please talk to your tutor or our Safeguarding Officer.